

**FAMILY SERVICE SYSTEM  
USER'S GUIDE**

**ALABAMA DEPARTMENT OF HUMAN RESOURCES  
FAMILY AND CHILDREN SERVICES  
REVISED 2005**

## TABLE OF CONTENTS

<b>I.</b>	<b>GENERAL INFORMATION</b>	<b>I-1</b>
	A. Background & Purpose	I-1
	B. Legal Base for ACWIS/FSS	I-1
	C. User's of FSS	
<b>II.</b>	<b>SYSTEM DESIGN</b>	<b>II-1</b>
	A. FSS Data Flow	II-1
	B. Case Registration Procedures	II-2
	C. Primary Case Types	II-3
	1. Child Protection	II-3
	2. Home Evaluations	II-3
	3. Court Ordered Supervision	II-3
	4. Child Protective	II-3
	5. Independent Living Program	II-3
	D. FSS Log On Procedures	II-4
<b>III.</b>	<b>FSS FORMS/TAD INSTRUCTIONS</b>	<b>III-1</b>
	A. General Information	III-1
	1. Basic Rules for Entering Data	III-1
	2. Routing Procedures	III-1
	3. Use of Turnaround Documents	III-2
	B. Family Service System Forms	III-2
	1. Case Registration	III-2
	2. Adult Registration	III-3
	3. Child Registration	III-3
	4. Child/Adult Relationship	III-3
<b>IV.</b>	<b>DATA ENTRY PROCEDURES</b>	<b>IV-1</b>
	A. Case Registration Data & Procedures	IV-1; IV-4
	B. Adult Registration Data & Procedures	IV-5; IV-7
	1. Assigning Temporary Social Security Numbers	IV-7; IV-8
	C. Child Registration Data & Procedures	IV-9; IV-15
	1. Visitation Procedures	IV-10
	2. In-Contact Registration Procedures	IV-11
	3. Assigning Temporary Social Security Numbers	IV-16
	D. Child/Adult Relationship Issues	IV-17
	1. Child Relationship Registration Procedures	IV-18; IV- 19
<b>V.</b>	<b>SPECIAL "CASETYPE" SITUATIONS</b>	<b>V-1</b>
	A. Independent Living	V-1; V-2
	1. Data Entry Procedures	V-1
	a. Youth Returning to the County from which they left care	V-1
	b. Youth Requesting Services from a County in which they have not been in care	V-1
	c. Youth with Children	V-2
	B. Home Evaluations	V-3
	1. Case Registration Procedures	V-4
	2. Closing a Home Evaluation	V-4

VI.	<b>UPDATES</b>	VI-1; VI-2
	A. Case Update	VI-3
	B. List of Children and Adults	VI-3
	C. Change Existing Case Number	VI-4
	D. Comments & Ticklers	VI-4
VII.	<b>CLOSING &amp; RE-OPENING CASES</b>	VII-1
	A. Case Closure	VII-1
	B. Re-Open Case	VII-1
VIII.	<b>INQUIRIES</b>	VIII-1
	A. Name/SSN Search	VIII-2
	B. Worker Caseload Inquiry	VIII-2
	C. Transfer Worker Caseload	VIII-3
IX.	<b>PRINT</b>	IX-1
	A. Print In-Put Forms	IX-2
	B. Print TADS	IX-3
	C. Print Ticklers	IX-4
	1. County/Case	IX-4
	2. Worker/ Date	IX-4
	3. Worker Caseload	IX-4
X.	<b>FSS SCREENS</b>	X-1;X-8
XI.	<b>FSS REPORTS</b>	XI-1;XI-12
XII.	<b>TITLE IV-A EMERGENCY ASSISTANCE PROGRAM</b>	XII-1;XII-20
XIII.	<b>APPENDIX CODE</b>	XIII-1;XIII-8

## **I. GENERAL INFORMATION**

### **A. Background and Purpose**

The Family Service System (**FSS**) was developed and designed by the FSS User's Group comprised of Stage I counties (Calhoun, Covington, Monroe, Montgomery, Shelby and Tuscaloosa). Jefferson County was included due to their participation in the Casey Project.

The initial meeting was held 3/31/93 and 4/1/93; at which time the original design for the system was determined. The Family Service System (**FSS**) was developed as a "rapid automation design" system. The system successfully met the projected date of April 1, 1994, for all 67 counties to be on-line statewide.

The purpose of Family Service System was to automate all open cases not currently registered on the Alabama Child Welfare Information System (**ACWIS**) and/or the Child Abuse/Neglect Central Registry (**CA/N**) databases. Note that a case can be registered on more than one system concurrently.

The Family Service System was developed to complete the automation of all Family and Children's Services cases in order to provide state and county information concerning the number and characteristics of all families served. This data will be used to assist in the evaluation and assessment of the effectiveness of DHR intervention.

### **B. Legal Base for ACWIS/FSS**

The Family Service System is a subsystem of the Alabama Child Welfare Information System which was initially designed in 1983. The Alabama Child Welfare Information System grew out of a growing national concern for the plight of children in foster care including those children awaiting adoptive placement. Although ACWIS was designed and placed focus on permanency issues, the Family Service System derived from the Alabama Child Welfare Information System and seeks to capture data regarding all children and families currently receiving child protective services and is based on the Code of Alabama 1975.

### **C. Users of FSS**

The Family Service System is designed for use by Family and Children Services county and SDHR staff. Direct users of the system include but is not limited to service social workers, service supervisors, county directors as well as state program directors and other SDHR Family and Children staff.

## II. SYSTEM DESIGN

### A. Family Service System Data Flow

The Family Service System is designed as a subsystem of Alabama Child Welfare Information Systems (ACWIS) with access through the ACWIS Master Menu. The Family Service System data component has its own database and does not update information that exists in the other subsystems of ACWIS. However, a one-way interaction does exist between ACWIS and FSS in that information entered on the Client Subsystem does update any existing information registered on FSS if the social security number is the same on both systems.

The system identifies cases, the individual members (children and adults) registered to cases, and the relationships between children and adults of cases. It provides a mechanism to track cases that have been entered over a period of time. The information captured includes the type of services case members receive, the reason for receipt of services, changes in the membership and relationship of case members as well as tracking movement by case members providing description of when and where the movement took place. The system builds a historical file of changes in the fields listed below. Also see below data information contained in each field area represented on FSS.

<b>CASE</b>	Case Type, Case Reason, and Effective Date
<b>ADULT</b>	Name, Social Security Number (SSN), Date of Birth (DOB), ethnicity, status and date
<b>CHILD</b>	Name, Social Security Number (SSN), Date of Birth (DOB), status and date
<b>WORKER</b>	Name, Social Security Number (SSN), County Number, Case Number and date

Information entered on the FSS System consists of a breakdown of the following:

<b>Case Information</b>	Case number; Case Type; Case Reason; Open Status Reason; Case Plan/ ISP, Indicators, Cross-Reference.
<b>Adult Identifying Information</b>	Name, Social Security number, sex, ethnicity, date of birth, case status, case effective date, address and phone number
<b>Child Identifying Information</b>	Name, Social Security number, sex, ethnicity, date of birth, case status, case effective date, ISP date, EPSDT date, Grade, School Name, IEP date, Contact frequency,

<b>Issues</b>	Specific list of reasons why services are being offered to a family i.e. budgeting, housing, income, childcare, and incarceration.
<b>Relationships</b>	List legal relationship that exists between child and primary caregivers.
<b>Ticklers</b>	Upcoming or Pending Dates of Action.
<b>AKA “Also known As”</b>	Allows the user to add to a child or adult information additional names that the person has used in the past or present.
<b>Comments</b>	Additional information regarding the case.

## **B. Cases To Be Registered on Family Service System:**

The Family Service System works to provide the user with three primary functions to include registering individuals, adults, and children, linking together relationships amongst the individuals registered and cross-referencing extended and related groups.

Those situations that would involve registration of individuals or family members are those listed in the following situations.

- Children and parents/caretakers who are receiving services from the Department of Human Resources.
- When an adult(s) has one or more children open on **ACWIS** who is in the custody of the Department of Human Resources with a permanent plan of return home and there are other children in the home receiving services, a case should be opened on **FSS** for the children in the home receiving services under the Case Type **CP** – Child Protective Services with the applicable Case Reason code. Only adults and children in the home who are receiving services should be opened on FSS. Children cannot to be open on FSS and ACWIS at the same time.
- Children returned home and closed on ACWIS who require after care services are to be opened on FSS. Use Case Type **CP- Child Protective Services** with Case Reason **ACS – Aftercare Services**. If aftercare services are required for more than six months, the county consultant must review the case for concurrence.
- Children closed on ACWIS who continue to receive Independent Living Services are to be opened on FSS with a Case Type of **ILP** and a Case Reason of **ACS** to reflect that they are receiving After Care ILP Services.

### C. Primary Case Types

Open cases are categorized by six primary case types, which are listed and defined below:

Child Protective Services (CP)  
Child Protection Services Prevention (CPSP)  
Court Ordered Supervision (COS)  
Home Evaluations (HE)  
Children in Need of Supervision (CHIN)  
Independent Living Program (ILP)

**Child Protection (CP)** cases provide ongoing protective services to families for whom there has been a CA/N investigation in which there is a determined need for DHR intervention.

**Home Evaluations (HE)** cases involve the completion of a home study that has been court ordered through legal jurisdiction, requested by another state, county/agency, and in county home evaluations on ongoing cases. The purpose of the home evaluation is to determine whether a home environment can offer safety, security, stability and whether it is in the best interest of the child.

**Court Ordered Supervision (COS)** cases that come to the attention of the Juvenile System requiring services which are opened for supervision at the direction of the court.

**Child Protection Services Prevention (CPSP)** includes cases involving the assessment of a child less than 14 which involves a child younger than age 14 who is alleged to have committed any act of abuse or neglect on another child. The case should be entered at intake under the alleged victimized family and child's name. Upon completion of the initial assessment and if individualized services are to be provided to the family and child who committed the act of abuse/neglect, a separate case under FSS should be opened.

**Independent Living Program (ILP)** includes cases involving former foster youth that return for assistance through the Independent Living Program prior to their 21<sup>st</sup> birthday. Youth eligible for services are those who left foster care on or after their 18<sup>th</sup> birthday and are under the age of 21.

**Children in Need of Supervision (CHINS)** involves cases in which a parent is not able to provide adequate supervision due to a child being habitually truant from school, and disobeys the reasonable and lawful demands of the child's parents, guardian or other custodian. The child is beyond the control of his or her parents, guardian or custodian and may have committed an offense established by law but not classified as criminal or one applicable to only children.

## **D. Family Service System LOG-ON Procedures**

The Family Service System can be accessed on the Alabama Child Welfare Information System by the using the log on procedures listed below:

1. Double click on the **Extra Session 1** icon on the Windows Desktop. **The State of Alabama – Finance – Information Services Division** logon screen opens.
2. Type in **DHRCICS** and press **ENTER**. The blue **CICS** screens open.
3. Press the **PAUSE** key found on upper right hand of the keyboard. The screen will become blank.
4. Type in **CESN** and press **ENTER**. The sign on for **CICS** Release will open.
5. Type in your **USER ID** and **PASSWORD**. Press **ENTER**. Sign on complete will appear on the upper left-hand corner of the screen and the screen will remain blank.
6. Type in **A400** and press **ENTER**. The ACWIS login screen will appear.
7. Type in your **SSN** and **PASSWORD**. Press **ENTER**. The ACWIS Master Menu will appear.
8. From the ACWIS Master Menu, select **Family Service System**, by placing a {**X**} on the action line and press **ENTER**. The Family Service System Main Menu opens.



### III. FSS Forms/TAD INSTRUCTIONS

#### A. General Information

Included in this chapter the user will find detailed instructions for completing and using the forms and turn around documents for the Family Service System computer program. These copies can be generated from the system on the Print Menu Screen under Print In-Put Forms.

Listed below is a set of general instructions that pertain to all forms and turnaround documents.

#### 1. Basic Rules and Information for Entering Data

- a. Input forms are accessed by users directly from the Print Menu Screen located in the Family Service System.
- b. Print Legibly so the data entry operator can input accurate data into the system.
- c. Provide accurate and complete data. If information is not available during the time that a case is being registered it must be entered as soon as the information is retrieved by the worker.
- d. Use a red ballpoint pen to make corrections or updates on the turnaround documents.
- e. If information is unknown or inapplicable, leave the field blank unless the data element has a value of "unknown".
- f. Required data elements are marked with an asterisk in the **User's Procedure Manual**.
- g. Enter lead zeros in fields with dates. Examples: 10/20/04
- h. Enter lead zeros in fields with numbers such as Case Number, etc. Example: A case number of 2500 would be 000002500.

#### 2. Routing Procedures:

- a. Give one copy of the form to the data entry operator (**DEO**). Keep one copy in the case record until the turnaround document is received.
- b. Turnaround documents are printed immediately.
- c. Updates/ Corrections to **TAD's** are handled in the same manner: Write in the update/change in red ink and submit for data entry. Retain new **TAD** in case record.

- d. Retain the most recent copy of TADS, Reports, and display print out screens.
- e. Follow all routing procedures established in your county.

3. **Use of Turnaround Documents:**

Once data on the forms is entered in Family Service System, the computer will generate a Turnaround Document (**TAD**). The turnaround documents are similar to the forms and contain the same information. The turnaround document is a case record document and is used to correct errors, change or update data maintained in the data base. Only the most recent turnaround document should be maintained in the case file. The user should review the **TAD** to ensure that the correct information has been entered into the computer system. Any identified errors should be corrected with a red pen and brought to the attention of the Data Entry Operator and corrected as soon as possible. The **ACWIS** Help Desk is available to assist with error corrections.

**RUN DATE:** This is the date that the computer prints the **TAD**. The **TAD** with the most recent run date contains the most current information and should be retained in the case record. All others should be destroyed.

**ERRORS:** If the system will not accept data due to errors, the Data Entry Operator will return the form or the **TAD** to the worker with error fields circled in red. Mark corrections and return to the Data Entry Operator to ensure timely completion of data entry requirements.

B. **Family Service System Forms**

The Family Service System has four primary forms that require completion which consists of the case, child and adult registration forms, as well as the child-adult relationship forms. It also contains a comments and ticklers page.

1. **Case Registration**

The Case Registration form is used to register the case record on the computer system. This form records case specific information unique to the case being registered on the system.

The social worker assigned to the case is responsible for insuring that the case is registered and updated as needed on the Family Service System.

The Case Registration form must be completed accurately and placed in the system within two days of receipt of the record. All other changes taking place on the case must also be entered within two working days of the event or activity.

Required data elements are indicated with an asterisk (\*) in this manual.  
(Refer to Chapter IV- Data Entry Procedures, Section A)

**2. Adult Registration**

The adult registration form is used to register adults in the computer system that has been identified as the primary caregiver, custodian or legal guardian of the child. They are actively involved in the case and have a relationship with the child.

The social worker assigned to the case is responsible for insuring that the adult information is registered and updated as needed on the Family Service System.

The adult registration form must be completed accurately and placed in the system within two days of receipt of the record. All other changes taking place on the case must also be entered within two working days of the event or activity. For example, phone numbers and addresses for adult registrants should be updated on the system in a timely manner.

Required data elements are indicated with an asterisk (\*) in this manual.  
**(Refer to Chapter IV -Data Entry Procedures, Section B)**

**3. Child Registration**

The child registration form is used to register children in the computer system who are receiving protective services.

The social worker assigned to the case is responsible for insuring that the child information is registered and updated as needed on the Family Service System.

The child registration form must be completed accurately and placed in the system within two days of receipt of the record. All other changes taking place on the case must also be entered within two working days of the event or activity. For example, a child's change in placement or custody status should be reflected.

Required data elements are indicated with an asterisk (\*) in this manual.  
**(Refer to Chapter IV-Data Entry Procedures, Section C)**

**4. Child/Adult Relationship**

This form is used to register the relationship that exists amongst the individual children and adults registered in the case.

The social worker assigned to the case is responsible for ensuring that the relationships entered are accurate and updated as needed on Family Service System.

The Child Relationship form must be completed accurately and placed in the system within two days of receipt of the record. A change in a child's relationship with an adult registered should be recorded as soon as possible. **(Refer to Chapter IV- Data Entry Procedures, Section D)**

## IV. DATA ENTRY PROCEDURES

### SECTION A: CASE REGISTRATION DATA

**\*COUNTY:** Enter the two digit county-code or appropriate State office code. **(Refer to appendix for county codes)**

**\*CASE NUMBER:** Using lead zeros to fill all spaces, enter the county case number. **(Do not include an alpha prefix)**

**\*CASEWORKER:** Enter the worker's social security number. The system will automatically enter the name once it is processed.

**SUPERVISOR:** The supervisor's name and social security number will automatically default to the system upon the worker's social security number being entered.

**\*DATE ASSIGNED:** Enter the date that the case was assigned by the supervisor to the worker. Always use a zero preceding a single digit. **Example: 01252004**

**\*CASE TYPE:** Enter the alpha prefix representative of the type of case being assigned. **(Refer to appendix for case type)**

**\*CASE REASON:** Enter the alpha prefix representative of the reason the case is being opened for services. The case reason must correlate with the case type entered otherwise the system will generate an error. **(Refer to appendix for case reason)**

**\*CASE TYPE/ REASON EFFECTIVE DATE:** Enter the date that the case was initially opened for services and identified as being in open status. Always use a zero preceding a single digit. **Example: 02052004**

**CASE PLAN/ ISP DATE:** Enter the date of the initial Individualized Service Plan was held with the family to address case goals and interventions. **Example: 01252004**

**CASE PLAN/ ISP REVIEW DATE:** Enter the anticipated date of review for the Individualized Service Plan. If one is not entered the computer will generate a 180-day future date. Always use a zero preceding a single digit. **Example: 01022004**

**INDICATORS:** Enter an {X} next to the following fields to add additional comments substantial to the case. Each is defined below and serves as an alert to other social workers handling the case. Upon the {X} being entered in the field, the page will default to a new screen to allow input of the additional information. The user should enter information in accordance to the instructions listed below.

- a. **Family Issues:** Family dynamics that impact family functioning. Place an {X} next to each family issue identified based on a thorough assessment of the family's needs.

Substance Misuse	Child Nurturance
Budgeting	Child Care
Coping Skills	Domestic Violence
Education	Household Management
Housing	Income
Incarceration	Medical Care
Mental Health/ Emotional Stability	
Mental Limitations	Physical Limitations Respite
Support System	Transportation
Utilities	Vocational Skills
Other (Specify)	

- b. **Comments:** Additional information regarding the case.  
This section allows you to enter information that has been identified as being important for the worker to know about the case.

**Examples:** Bad dog in yard  
Directions to the home  
Name and telephone number of relative

- c. **Ticklers:** Upcoming or pending dates of action.  
Use an action code of {A} to add any dated reminders concerning the case.

**Examples:** Child's ISP review  
Birthday  
Medical Appointment

- d. **Restriction:** Restrictions or limitations placed on the case.  
This is defined by the local counties and must be adhered to in accordance with local policy requirements. Enter {Y} to indicate that a restriction does exist or enter {N} that no restrictions have been placed on the case.

- e. **Case Cross-Reference:** Enter the case number of a relative or client currently in the system that has a relationship to the adult or child being registered for future reference. This section enables a user to cross reference up to 6 local County cases. No checks are performed as to whether cases are open or closed. Remember to use leading zeros to fill all spaces.  
**Example: 0125487**

## CASE REGISTRATION PROCEEDURES

At the ACWIS Master Menu {TAB} to the position **FAMILY SERVICE SYSTEM**. Enter a {X} to select and press {ENTER}. The Family Services System Main Menu is displayed. The Menu contains the following selections:

Screen Example:

### Family Service System Main Menu

```

_____Inquiries
_____Register New Cases
_____Update
_____Reopen Case
_____Eligibility
_____Print Menu
_____Worker Caseload
_____Acquire Temporary Number
_____System Maintenance
    
```

Enter an {X} to select **REGISTER NEW CASE** and press {ENTER}. Note the message on the screen reflects the user is in the Registration Path. The third (3<sup>rd</sup>) line from the top of the screen displays information/error messages as the system edits the data that is entered. Also, note system prompts and PF function key instructions that are located on the last line of each screen.

### Fields required to register a case along with the maximum length of each field are listed as follows:

<b>County Number</b>	2 positions	Enter the User county code
<b>Case Number</b>	7 positions	Enter the County case number without leading zeroes and space out/delete any remaining field markers. For example, a number entered as 12345__ is entered as 1234500 if the remaining field markers are not removed.

<b>Case Worker</b>	9 positions	Enter the Worker's social security number
<b>Date Assigned</b>	8 positions	Enter the two digit month/day and four digit year, such as 01011995 for January 1, 1995.
<b>Case Type</b>	4 positions	Enter the appropriate code. Enter a question mark (?) in the first position to access the HELP screen.
<b>Case Reason</b>	4 positions	Enter the appropriate code. Enter a question mark (?) in the first position to access the HELP screen.
<b>Case Type Reason Effective Date</b>	8 positions	Enter the two-digit month/day a four-digit year, such as 01011995 for January 1, 1995.

Remaining fields for county uses are Case Plan Date, Indicators, and Cross-Reference.

The Supervisor name and social security number are generated from the entry of the worker's social security number.

The user can enter the Case Plan Review date or the system will generate a six-month **(180 days)** future date if the field is left empty.

Press **{ENTER}** and a message is displayed to press **{PF10}** if the information entered passes the edit checks such as whether the county case number is already known in FSS.

Error messages are displayed as edit checks and locate discrepancies.

If Family Issues are identified following a thorough assessment of the family's needs, press **{Enter}** and **{PF8}** to access the second page. Select any additional issues. Press **{ENTER}** and **{PF10}** to continue entering any case comments and/or ticklers.

The system will allow the user to proceed to the Adult Registration screen when the registration of the case has been completed.

**NOTE:**

It is imperative that you always conduct a name search of individuals – children/adults prior to registering a new case on FSS. This will help with the maintenance of consistent histories under one social security number and will avoid duplication of records on the system. If the user does not have a valid social security number for each case member, a name search should be completed for each member on all available systems such as, but not limited to, ACWIS and MSIQ. A temporary social security number can not be substituted for the actual social security number of the individual for whom a search is being conducted.

## SECTION B: ADULT REGISTRATION DATA

**\*SOCIAL SECURITY NUMBER:** Enter the adult's social security number into the space provided. If the adult is known to the Family Service System their information including name, date of birth, ethnicity, age and case status data will automatically default to the system. If the adult is not known to the system, proceed to the next step of entering the remaining data fields.

**\*ADULT NAME:** Enter the adult's last name, first name and middle name. The last and first names are required fields in order to register the adult. Do not enter Jr., Sr., III or non-alphabetic characters.

**\*BIRTHDATE:** Enter the adult's complete date of birth. (MM/DD/YYYY).

**SEX:** Enter the one character alpha code for the sex of the adult.

**M** – Male

**F** - Female

**U** - Unknown

**ETHNICITY:** Enter the two-digit alpha code for the ethnicity of the adult. **Refer to the Ethnicity and Codes Value Sheet listed in the appendix section.**

**AGE:** The age of the adult will automatically default to the system once the date of birth has been entered into the computer system.

**\*STATUS:** Enter the one-character alpha code indicating the current status of the adult's involvement in the case.

**O** – Open

**C** - Closed

**\*STATUS DATE:** Enter the date that the adult became an active case participant. **Example: 12222004**

### MAILING ADDRESS:

**STREET:** Enter the current street number and street name or P.O. Box number.

**CITY:** Enter the city of the mailing address.



**STATE:** Enter the two-character state code of the adult's current mailing address.

**ZIP:** Enter the 5 to 9 digit zip code of the adult's current mailing address.

**Note:** Enter the current physical address for the adult being registered.

**HOME PHONE:** Enter the adult's home phone number, if applicable. The telephone number should include the area code.  
**Example: 334-256-0000**

**WORK PHONE:** Enter the work phone number, if applicable. The telephone number should include the area code.  
**Example: 334-256-0000**

**INDICATORS:** Enter an {X} next to the following fields to add additional comments substantial to the case. Each is defined below and serves as an alert to other social workers handling the case. Upon the {X} being entered in the field, press {ENTER} and {PF10} the page will default to a new screen to allow input of the additional information. The user should enter information in accordance with the instructions listed below.

- a. **AKA:** Enter last, first and middle names by which an adult may also be known.

**Example:** Smith, Teresa Mary

- b. **Comments:** Additional information regarding the case. This section allows you to enter information that has been identified as being important for the worker to know about the case.

**Examples:** Bad dog in the backyard  
Directions to the home  
Relative name and telephone number

- c. **Ticklers:** Upcoming or pending dates of action. Use an action code of {A} to add any dated reminders concerning the case.

**Examples:** Child's ISP Review  
Birthday  
Medical Appointment

## **ADULT REGISTRATION PROCEEDURES**

The Family Service System (FSS) is generated to automatically recognize the first adult registered to the case as being the *primary adult*. Therefore, it is important that the first social security number (SSN) registered in a case is the social security number of the primary adult. The primary adult is considered to be the adult to whom a case number is assigned when a new case is opened in the county. There can only be one primary adult per case record.

**Note:** A primary adult in one case can be registered as an adult member in another case.

To register the primary adult, enter the social security number (SSN) and press {ENTER}. If the social security number is known to the system, the name, sex, ethnicity, and date of birth is returned. If the social security is not known to FSS, a screen message will display advising the user to enter the data. If the user is unable to obtain the social security number (SSN), a temporary social security must be acquired prior to case registration.

If the user knows the social security number of the adult being registered enter the adult's last name, first name, and middle name. Do **not** enter the name extensions such as, but not limited to, Jr., Sr., and III. Continue by entering the sex, ethnicity, and date of birth. Enter the status {O} for Open and enter the status date equal to the case effective date. Enter the address and phone number for the adult. Note that indicators are available for adults, which can be selected. They are AKA, Comments and Ticklers. Select one or more of these indicators as needed. Press {ENTER} and {PF10}. The system will return a blank adult screen for the registration of additional adults.

**Note:** Always check the **MSIQ** Name Inquiry Screen for spelling of an individual's first name to determine if Medicaid has already assigned either a **T#** or a **SSN** for the individual. If found, enter the data as shown on **MSIQ** in **FSS**.

If the user does not know the social security number of the adult being registered and a search of **ACWIS** and **MSIQ** has not provided any assistance, then the following steps should be taken to assign an individual a temporary social security number until the original social security number can be obtained. Note that a temporary number is a system-generated number that begins with the number 9 and ends with the number 3.

### ***Assigning a Temporary Social Security Number***

To acquire a temporary number, select Acquire Temporary Number from the FSS Main Menu and press {ENTER}. Enter the name, sex, ethnicity and date of birth of the individual in need of a temporary number. Press {ENTER} and a listing of names will be displayed according to a Soundex search. Compare the names for a possible match. If no match is found, press {PF10} in order for the system to conduct an alpha name search. Again, compare any names for a possible match. The message "**No Matches Found for Information Entered**" will be displayed if there are no Soundex or alpha name matches. If no matches are found, press {PF10} a second time in order for the system to generate a temporary number. Upon receipt of the computer generated temporary social security number it will be important for the user to record or local print the system-generated temporary number.

To activate the **HELP** function for assistance with code values for the fields of sex, ethnicity, and date of birth, remember to enter a question mark (?) in the first position of the field and press {ENTER}. The **HELP** screens are displayed. Press {PF3} to return from the **HELP** screen to the adult registration screen.

If there are no other adults registered to the case press {PF6} to continue to the registration screen for children. If the case reason is reunification and there are no children registered to the case, press {PF9} to continue to the list of Children and Adults in the case. The list displays the primary adult who has been registered. Press {PF10} to proceed and the case registration is completed. A turn around document for the case registration and one for the primary adult will be printed. It is important to remember when assigning a "T" number that they should not be used for an extended period of time.

## SECTION C: CHILD REGISTRATION DATA

**\*SOCIAL SECURITY NUMBER:** Enter the child's social security number into the space provided. If the child is known to the Family Service System then their information including name, date of birth, ethnicity, age and case status data will automatically default to the system. If the child is not known to the system proceed to the next step of entering the remaining data fields.

**\*CHILD NAME:** Enter the child's last name, first name and middle names. The last and first names are required fields in order to register the adult. Do not enter Jr., Sr., III or non-alphabetic characters.

**\*BIRTHDATE:** Enter the child's complete date of birth (MM/DD/YYYY). If unknown, enter date based on the child's age and correct as soon as possible.

**SEX:** Enter the one-character alpha code for the sex of the child.

**M** – Male

**F** - Female

**U** - Unknown

**ETHNICITY:** Enter the two-digit alpha code for the ethnicity of the child. Refer to the Ethnicity and Codes Value Sheet listed in the appendix section.

**AGE:** The age of the child will automatically default to the system once the date of birth has been entered into the computer system.

**\*STATUS:** Enter the one-character alpha code indicating the current status of the child's involvement in the case.

**O** – Open

**C** - Closed

**\*STATUS DATE:** Enter the date that the child became an active case participant. **Example: 12222004**

**STATUS REASON:** Enter the two/three digit alpha code signifying the reason why the child is being opened or closed on Family Service System. **Refer to the Status Reason Codes listed in the appendix section.**

**INDIVIDUALIZED SERVICE PLAN DATE:** Enter the date that the Individualized Service Plan Meeting was completed. **Example: 12222004**

**EPSDT DATE:** Enter the date that the child had his/her last EPSDT screening.

**GRADE:** Enter the numerical grade for the child.

**IEP DATE:** If applicable, enter the date that the child had an Individualized Education Plan conducted. This information will only be entered if a child has been identified as needing specialized educational services.

**SPECIAL EDUCATION INDICATOR:** Enter a (Y) or (N) to indicate whether the child is receiving special education services. Enter (Y) to indicate yes if the child is receiving special education services and (N) to indicate no if the child is not receiving special education services.

**SCHOOL NAME:** Enter the child's school name using alpha characters.

**CONTACT FREQUENCY:**

**A. CHILD VISITATION**

Children in on-going protective services identified as being **AT RISK** with a frequency code of "**AR**" must be seen by their social worker at least once a month in the child's home setting. In order to ensure child safety, monitor the family's ability to protect children, assess improvements and on-going needs in the home, and make appropriate decisions about case closure, these children must be seen in person. School visits are often helpful and appropriate to the case planning process. In addition, if there is an existing court order that requires the Department of Human Resources social worker to visit on a specific timeframe, then the order must be followed. This applies to children under **COS**, Court Ordered Supervision and those children who have been adjudicated as a Child in Need of Supervision, **CHINS**.

***EXCEPTIONS:***

Children in on-going protective service cases who have been assessed as not being at risk of serious harm or maltreatment, should have a frequency code of "**NR**" and are required to be seen every other month by the social worker.

**B. PARENT/ PRIMARY CAREGIVER VISITATION**

Families receiving on-going protective services must be seen in their homes at least once a month or more frequently when directed by the ISP, Individualized Service Plan. Office visits between the parent/caregiver can not serve as a substitute for the home visit.

**C. IN-PERSON CONTACT REGISTRATION PROCEDURES:**

Go to the **UPDATE CHILD** screen  
Select **CONTACT FREQUENCY** and choose **AR** or **NR** code

<b><u>CODE</u></b>	<b><u>DEFINITION</u></b>
<b>AR</b>	<b>AT RISK</b>
<b>NR</b>	<b>NOT AT RISK</b>

In Person Contacts must be registered on FSS on a monthly basis to ensure that timely contact is being made with children receiving services. The children requiring in-person contacts must be registered on FSS with a case type of **CP** (Child Protective Services), **CPSP** (Child Protective Services Prevention), **COS** (Court Ordered Supervision) or **CHINS** (Children in Need of Supervision). The worker needs to identify the children in each case type and identify each child with a child frequency code of **AR** (At Risk) or **NR** (Not at Risk). Those children with a child frequency code of **AR** will need to be seen on a monthly basis while those children with a frequency code of **NR** will need to be seen every other month by the worker.

**IN PERSON CONTACT DATE: (MM/YY)** Enter **IN-PERSON CONTACT DATE** i.e. 09/04

**REASON NOT SEEN:** Enter the alpha code indicating the reason that the worker initiated no child contact. (**Refer to In-Person Contact Codes & Values Appendix**).

**INDICATORS:** Enter an **{X}** next to the following fields to add additional comments substantial to the case. Each is defined below and serves as an alert to other social workers handling the case. Upon the **{X}** being entered in the field, the page will default to a new screen to allow input of the additional information. The user should enter information in accordance to the instructions listed below.

- a. AKA:** Enter last, first and middle names by which an adult may also be known.

**Example:** Smith, Betty Sue

- b. Comments:** Additional information regarding the case. This section allows you to enter information that has been identified as being important for the worker to know about the case.

**Examples:** Bad dog in the yard  
Directions to the home  
Relatives Telephone number

- c. Ticklers:** Upcoming or Pending dates of action. Use an action code of {A} to add any dated reminders concerning the case.

**Examples:** Child's ISP Review  
Birthday  
Medical Appointment

- d. Special Conditions:** Following a thorough assessment of the child's medical/behavioral needs check all medical conditions requiring specialized treatment that apply to the child's needs. Choose from the Special conditions listed below:

Diagnosed Attention Deficit Disorder  
Behavioral Problems – Adjudicated Chins  
Behavioral Problems – Adjudicated Delinquent  
Behavioral Problems – Other/ Not Adjudicated  
Blind/Visually Impaired  
Developmentally Delayed  
Deaf or Hearing Impaired  
DSM Diagnosis – Not Listed as Other Special Condition  
Emotionally Disordered – Mild to Moderate  
Diagnosed Failure to Thrive  
Learning Disabled  
Medical Condition  
Multiple Placements  
Diagnosed Mental Retardation – Mild  
Diagnosed Mental Retardation – Moderate  
Diagnosed Mental Retardation – Profound  
Diagnosed Mental Retardation – Severe  
Prenatal Exposure to Drugs and/or Alcohol  
Physically Handicapped  
Psychotropic Medication  
Severe Emotionally Disordered (DSM Diagnosis)  
Sibling Group (3 or More)  
Speech Impaired  
Substance Misuse  
Unfamiliar with American Culture or Language  
Other (specify)

- e. Priority:** Level of involvement with the agency.

- f. Court Involvement:** List any involvement or actions taken on the case by the court system.
- g. Receives SSI:** Indicate whether the child is receiving social security disability.



## CHILD REGISTRATION PROCEDURES

Enter the social security number for the first child to be registered and press **{ENTER}**. The system will search to determine whether the social security number is already known in the system. If the social security is known to the system, the name, sex, ethnicity and date of birth is returned. If the social security is not known to the system, enter the last name, first name and middle name of the child. Enter the status **{O}** for Open, the status date the child is opened to the current case and the status reason. Remember to use the **HELP** function which requires that you place a question mark (?) in the first position of the field if assistance is needed to determine code values or the proper manner to enter information. Below is a listing of open and closed child status reasons along with the corresponding code values.

## CHILD OPEN AND CLOSED STATUS REASONS

### CHILD OPEN STATUS REASONS

<b>NI</b>	Neglect Indicated	<b>NNI</b>	Neglect – Not Indicated
<b>EI</b>	Emotional Abuse - Indicated	<b>ENI</b>	Emotional Abuse – Not Indicated
<b>PI</b>	Physical Abuse – Indicated	<b>PNI</b>	Physical Abuse – Not Indicated
<b>SI</b>	Sexual Abuse – Indicated	<b>SNI</b>	Sexual Abuse – Not Indicated
<b>PAR</b>	Parental Request	<b>COS</b>	Court Ordered Supervision
<b>RLQ</b>	Relinquishment	<b>HECO</b>	Home Evaluation Requested by Another County
<b>HEST</b>	Home Evaluation Requested by Another State		
<b>HECT</b>	Home Evaluation Requested by Court	<b>CHIN</b>	Child In Need Of Supervision
<b>RCR</b>	DHR Relieved of Custody/Responsibility	<b>SA</b>	Sexual Activity Assessment Less Than 14
<b>PA</b>	Physical Activity Assessment Less Than 14	<b>NA</b>	Neglect Activity Assessment Less Than 14
<b>PVOS</b>	Prevention On-Going Services	<b>CPSP</b>	Child Protective Services Prevention

### CHILD CLOSED STATUS REASONS

<b>RR</b>	Risk Reduced
<b>GA</b>	Goal Achieved
<b>DHR</b>	Child in DHR Custody
<b>HEC</b>	Home Evaluation Completed
<b>RCS</b>	Relieved of Court Supervision
<b>CAA</b>	Child's Custody Awarded to Another Agency
<b>MOS</b>	Moved Out of State
<b>CD</b>	Child Deceased
<b>RUN</b>	Runaway
<b>TPR</b>	Termination of Parental Rights
<b>CT19</b>	Child Turned 19
<b>CNLH</b>	Child No Longer in Home
<b>OAS</b>	Opened to Adult Services
<b>RPAR</b>	Relinquishment of Parental Rights
<b>TR99</b>	Transfer to County 99
<b>UNCP</b>	Unable to Complete Prevention Assessment
<b>PSNN</b>	Prevention Services Not Needed
<b>PVCN</b>	Prevention Converted to CA/N
<b>PCFC</b>	Prevention Converted to Foster Care

Complete the registration of the child by entering the information that is known for the Individualized Service Plan Date, EPSDT Date, Grade, IEP Date, Special Education Indicator, and School Name. Indicators are also available for children. They are **AKA** (Also Known As),

Comments, Ticklers, Special Conditions, Priority, Court Involvement, and Receives SSI. Select one or more of these indicators as needed. Note the listing of special conditions below. Press **{ENTER}** and **{PF10}** to proceed and list any of the following special conditions that may impact a child's emotional or physical health and require special services.

### **SPECIAL CONDITONS**

Diagnosed Attention Deficit Disorder  
Behavioral Problems – Adjudicated CHINS  
Behavioral Problems – Adjudicated Delinquent  
Behavioral Problems – Other / Not Adjudicated  
Blind or Visually Impaired  
Developmentally Delayed  
Deaf or Hearing Impaired  
DSM Diagnosis – Not Listed as other Special Medical Condition  
Emotionally Disordered – Mild to Moderate  
Diagnosed Failure to Thrive  
Learning Disabled  
Medical Condition  
Multiple Placements  
Diagnosed Mental Retardation – Mild  
Diagnosed Mental Retardation – Moderate  
Diagnosed Mental Retardation – Profound  
Diagnosed Mental Retardation – Severe  
Prenatal Exposure to Drugs and/or Alcohol  
Physically Handicapped  
Psychotropic Medication  
Severe Emotionally Disordered (DSM Diagnosis)  
Sibling Group (3 or more)  
Speech Impaired  
Substance Misuse  
Unfamiliar with American Culture or Language  
Other (specify)

Upon completion of child registration, the user will need to press **{ENTER}** and **{PF10}**. The system automatically returns a user to a blank child registration screen so the user can choose to register more children. After all the children have been entered the user can select **{PF9}** to proceed to the List of Children and Adults in Case.

**Note:** Always check the **MSIQ** Name Inquiry Screen for spelling of an individual's first name to determine if Medicaid has already assigned either a **T#** or a **SSN** for the individual. If found, enter the data as shown on **MSIQ** in **FSS**.

If the user does not know the social security number of the child being registered and a search of **ACWIS** and **MSIQ** has not provided any assistance then the following steps should be taken to assign an individual a temporary social security number until the original social security number can be obtained. Note that a temporary number is a system-generated number that begins with the number 9 and ends with the number 3.

### *Assigning a Temporary Social Security Number*

To acquire a temporary number, select Acquire Temporary Number from the FSS Main Menu and press {ENTER}. Enter the name, sex, ethnicity and date of birth of the individual in need of a temporary number. Press {ENTER} and a listing of names will be displayed according to a Soundex search. Compare the names for a possible match. If no match is found, press {PF10} in order for the system to conduct an alpha name search. Again, compare any names for a possible match. The message “**No Matches Found for Information Entered**” will be displayed if there are no Soundex or alpha name matches. If no matches are found, press {PF10} a second time in order for the system to generate a temporary number. Upon receipt of the computer generated temporary social security number it will be important for the user to record or local print the system-generated temporary number.

To activate the **HELP** function for assistance with code values for the fields of sex, ethnicity, and date of birth, remember to enter a question mark (?) in the first position of the field and press {ENTER}. The **HELP** screens are displayed. Press {PF3} to return from the **HELP** screen to the adult registration screen.

If there are no other children registered to the case press {PF6} to continue to the registration screen for adults. If the case reason is reunification and there are no children registered to the case, press {PF9} to continue to the list of Children and Adults in the case so that additional children can be entered appropriately. The list displays the primary adult who has been registered. Press {PF10} to proceed and the case registration is completed. A turn around document of the case registration and one for the primary adult will be printed. It is important to remember when assigning a “T” number that they should not be used for an extended period of time.

## **SECTION D: RELATIONSHIP ISSUES**

### **A. LIST OF CHILD AND ADULTS IN CASE**

At the list of Children and Adults in case, all case members who have been registered are displayed. It is important to review the case registration to determine whether additional case members need to be registered to the case. The user can return to either an adult registration screen or a child registration screen by pressing **{PF4}** to add Adults or **{PF6}** to add children.

### **B. CHILD RELATIONSHIPS**

The Child Relationships screen enables the user to register relationships between adults and children of a case. Adults are listed down the left-hand side of the screen and are ordered alphabetically by first name. Children are listed in alphabetical order by first name across the top of the screen. It is important to remember that relationships are registered according to the relationship of the adult to the child.

## CHILD RELATIONSHIP REGISTRATION PROCEDURES

The Child Relationship screen seeks to establish the legal relationship and living situation that exists between the child and his primary caregivers. The user will press **{PF2}** to verify the data entered and **{PF6}** to proceed to enter adult/child relationships.

### Screen Example:

1/13/2005	<b>Family Service System</b>			PSRC0122
014:02:55	<b>Child Relationships</b>			
County: 51	Case: 0000250			
	Children			
	Lynel Smit			
	RL	RW	PC	
Adults				
Karen Park	—	—	—	

There are three fields located beneath the name of each child who is registered to a case. The three fields are Relationship “**RL**”, Residing With “**RW**”, and Primary Caregiver “**PC**”. The relationship field is labeled as **RL** and is comprised of two field positions. The first position indicates the legal status of the relationship:

<b>B</b>	Birth/Biological
<b>M</b>	Marriage (Legal/Common Law)
<b>A</b>	Adoptive
<b>S</b>	Step
<b>U</b>	Unrelated

The second position identifies the relationship of the adult to the child:

<b>M</b>	Mother
<b>F</b>	Father
<b>S</b>	Sister
<b>B</b>	Brother
<b>A</b>	Aunt
<b>U</b>	Uncle
<b>N</b>	Niece/Nephew
<b>G</b>	Grandparent
<b>O</b>	Other

**Note:** A relationship code of Unrelated Other can only be used when nothing else applies.

In an effort to determine the relationship between an adult and a child, ask the question, “What is the relationship of Adult #1 to Child #1?” The answer will provide the user with the relationship code that is to be entered. For example, if Adult #1 is the biological mother to child #1, then relationship code is **BM**. Edits are in place to check that the relationship of the adult (mother, father, etc.) entered is correct according to the registration of the adult as female or male.

The user should enter one alpha code from the first and second position to formulate the relationship that exists between the child and adult. The legal status must always be entered first and then followed by the relationship of the adult to the child. After entering the two-digit alpha code press **{TAB}** and the user will place an **{X}** in the field labeled **RW** for Resides With to indicate the adult with whom the child lives. This can include more than one adult. Next, the user will **{TAB}** to the field labeled **PC** for Primary Caretaker which also requires the entry of a **{X}** to indicate the adult who assumes primary responsibility for the care of the child. No more than two primary caretakers can be indicated for a case. Complete this process for all children and adults listed on the screen.

To complete the registration of Child Relationships, press **{ENTER}** and **{PF2}** to process the data entered. The system will save the case to the mainframe computer and generate a turn around document (**TAD**) for the case. Note that a **TAD** is generated for the case, for each case member registered along with any indicators that have been specified, for the list of children and adults in case, and for child relationships. These **TADS** are to be used for future corrections/updates to the case.

## V. SPECIAL "CASE TYPE" SITUATIONS

### A. INDEPENDENT LIVING

#### ***SMOOTH TRANSITIONS FOR YOUTH RE-ENTERING THE SYSTEM FOLLOWING AN EIGHTEENTH BIRTHDAY***

Youth who have previously resided in DHR foster care may request re-entry into the system following discharge if they are living in a situation where there is an identifiable risk of harm that would typically result in the provision of child welfare services if they were under age nineteen (**19**).

In these situations, child welfare staff shall schedule a conference to assess the youth's needs and make a decision regarding service planning and delivery. If a decision is made to allow the youth to continue receiving services then an ISP must be held within 72 hours per Individualized Service Plan policy and the child must be registered on the Family Service System.

#### ***INDEPENDENT LIVING - Data Entry Procedures***

The Family Service System database will enable staff to register former foster youth that return for assistance through the Independent Living Program prior to their 21<sup>st</sup> birthday. This information is needed to capture information pertaining to the number of former foster youth who return for additional services. Youth eligible for these services are those who left foster care on or after their 18<sup>th</sup> birthday and are under age 21. Cases open for this purpose are to be coded **ILP** in **Case Type** to recognize they are in the Independent Living Program and **ACS** in **Case Reason** to specify the child returning is receiving after care services.

#### **1. Youth Returning to the County From Which They Left Care**

- Open the case on FSS under the case number associated with the youth while in foster care.
- Delete the youth status shown as a child (if reopening a FSS case in which youth was listed as a child).
- Add the youth status as an adult.

**NOTE:** If the case is already open under FSS for other family members receiving services, those family members may remain open. If the case is not being opened for services to other family members, those family members are not to be shown as open in the system.

#### **2. Youth Requesting Services from a County in Which They Have Not Been In Care**

- Open a new case under FSS.
- Add the youth as an adult.

### **3. Youth with Children**

- The former foster youth's child may be listed on FSS as a child in the same case as the youth who is shown as an adult.



## B. HOME EVALUATIONS

The purpose of a home evaluation is to determine whether the home environment can offer a child safety and security. The placement must be in the best interest of the child for whom the placement is being considered. During the completion of a home evaluation there are several areas that should be assessed which include:

- Family's commitment to the child;
- Family's awareness of the child's needs;
- Family's willingness and capacity to meet the needs of a child placed in the home;
- The relationship the family has with the child and his/her family;
- Family's willingness and awareness of the family to work with the Department regarding safety issues; and
- Family's willingness and agreement to follow a court order or the Department's recommendations.

Home evaluations should be initiated within ten (**10**) working days from receipt of the request and completed within ninety (**90**) days from receipt of the request unless otherwise directed by the court.

There are several different types of home evaluations, depending upon the source and purpose of the request for a home evaluation. Home evaluations include:

- Court ordered home evaluations;
- Request by another county/agency;
- Request by another state (**ICPC**);
- In county home evaluations on ongoing cases.

**NOTE:** Activities undertaken to locate possible resources for children in open cases, are considered as ongoing services and do not constitute a home evaluation. At the point a decision is made to use a specified resource located within the county in which the child's case is opened, activities to conduct a home study are considered as a home evaluation and a case should be established on the resource.

The Family Service System (**FSS**) is used to capture cases open for home evaluations. The **FSS** turn around document or **TAD** should be placed in the record or case file to reflect the current status of the case. Below under the heading "**Home Evaluation Type**" is a list of situations that would require a home evaluation to be completed. Each home evaluation type shows that the case type to be coded on **FSS** is **HE, Home Evaluations**

and has three ways to code on **FSS** the reason for opening a case as it relates to the type of Home Evaluation being completed.

<b>Home Evaluation Type</b>	<b>FSS Case Type</b>	<b>FSS Reason for Opening</b>
<b>1.</b> Request by the Court	<b>HE</b>	<b>HECT</b>
<b>2.</b> Request by Another County/Agency or in County HE on Ongoing Cases	<b>HE</b>	<b>HECO</b>
<b>3.</b> Request by Another State Interstate Compact on the Placement of Children (ICPC)	<b>HE</b>	<b>HEST</b>

### **Reasons for Closing a Home Evaluation on FSS**

After the child being placed through ICPC is in the home, the home evaluation case must be closed on FSS and the child and the approved home registered on ACWIS.

For cases involving non ICPC cases in which continued supervision or continued services are needed by the child or family the case type and case reason is changed on FSS to the appropriate codes.

Court ordered home evaluations, home evaluations requested by another county/state/agency, should be closed on FSS upon completion of the home evaluation. Completion of the home evaluation occurs when copies of the home evaluation are sent to the requesting court/county/state/ agency.

## VI. UPDATES

Once a case is registered on the Family Service System, any additional information or corrections to existing information must be made through the Update Menu. Only the county user can update an open case. County personnel cannot edit changes/corrections to fields, which create a historical file, or make changes and corrections to a closed case. The ACWIS Help Desk only can make these changes. Security allows only a user, the user's supervisor or a data entry operator to update information for cases assigned to that user based upon the user's assigned security level.

The Family Service System has a unique feature referred to as a “**sticky cursor**” which retains the county number, case number and social security number entered or selected. This enables a user to access various options from the menu for a case or individual without being required to retype the number.

At the Update Menu, enter the two-digit county code and the county case number. Enter an {X} in the selection column alongside the desired option.

### Screen Example:

3/24/2000

PSRC0100

#### Family Service System

County: \_\_\_\_\_

Case Number: \_\_\_\_\_

SS#: \_\_\_\_\_

**X to SELECT**

- \_\_\_\_\_ Name/SSN Search
- \_\_\_\_\_ Case
- \_\_\_\_\_ Adult
- \_\_\_\_\_ Child
- \_\_\_\_\_ List of Children and Adults in Case
- \_\_\_\_\_ Relationships
- \_\_\_\_\_ Comments
- \_\_\_\_\_ Ticklers
- \_\_\_\_\_ Case Type History
- \_\_\_\_\_ Child Status History
- \_\_\_\_\_ Case Worker History
- \_\_\_\_\_ Adult/Case History
- \_\_\_\_\_ Change existing case number

To make corrections/updates to an open case, the procedures listed below should be used to access the menu options.

A **two-digit county code** and **case number** should be entered in order to select one of the following data fields located in the update menu: **(Refer to Appendix Code List)**

Case  
List of Children and Adults in Case  
Relationships  
Comments  
Ticklers  
Case Type History  
Case Worker History  
Change Existing Case Number

A **two-digit county code**, a **case number** and the adult's or child's **social security number** is needed to select one of the following data fields located in the update menu:

Adult  
Child  
Adult Case History  
Child Status History

Listed below are the four historical inquiries that are maintained as records and are updated along with an explanation of which fields are used to create the history. **County Number** and **Case Number** are required to access the Case Type History screen and the Case/Worker History screen. The SSN of the case member is required to access the Child Status History screen or the Adult Case History screen dependent upon the registration of the case member. These inquiry options are available to the user in the lower half of the Update Menu.

<b>CASE TYPE HISTORY</b>	Case Type, Reason, Case Type/Reason Effective Date
<b>CHILD STATUS HISTORY</b>	Status, Status Reason, Status Date
<b>CASE/WORKER HISTORY</b>	Worker Name and SSN, Date Assigned
<b>ADULT CASE HISTORY</b>	Status and Status Date

It is important to note that histories are created when information is entered in specific fields and cannot be altered or modified without the assistance of the ACWIS Help Desk.

## A. CASE UPDATES

To make corrections/updates to an open case, select **CASE** and overwrite existing data with current information. To change the caseworker, enter the new worker's SSN and Date Assigned or use the transfer method from the Worker Caseload menu. To change the case type, it is also necessary to change the case reason and enter a new effective date. Only the case reason and effective date need to be changed if the case type is to remain the same. For example, the case type is **CP** for Child Protection and case reason is **NI** for Neglect – Indicated as of date 01011996. **(If the child (ren) in the case enter foster care on 04011996 and the plan is to return the child (ren) to their own home, the case type remains CP for Child Protection and the case reason is changed to RFC for Reunification Services as of the date 04011996.)** The FSS would be closed if the children entered foster care unless at least one child remained at home with services.

## B. LIST OF CHILDREN AND ADULTS IN CASE

From the list, enter an **{X}** in the action field alongside the desired case member and press **{ENTER}** to select the individual record of the case member rather than typing the member's SSN. To update fields, overwrite existing data with new information. To correct personal information regarding case members such as date of birth, sex and ethnicity, enter the social security number of the adult of child selected by placing an **{X}** next to their name. Overwrite with the correct information and press **{ENTER}** and Press **{PF2}**. The information is changed, and a **TAD** is printed.

To change a social security number **SSN** enter the action code of **{S}** in the action field alongside the desired case member and press **{ENTER}**. A message is returned to **"Change SSN."** **{TAB}** to the **SSN** field, overwrite the incorrect SSN with the new number and press **{ENTER}**. The **SSN** is changed if the **SSN** is not already registered and a message **"SSN Changed"** is displayed.

To change the primary adult, go to the List of Children and Adults and enter the action code of **{P}** in the action field alongside the adult the user desires to be the primary adult. Press **{ENTER}** to process the change and a new **TAD** is printed for the List of Children and Adults in Case.

Once an individual is registered, that individual cannot be deleted or removed by the county as a history has been created for that individual. This demonstrates the necessity for conducting name searches before individuals are registered on the system in order to determine if they are already known and duplications can be prevented. If the individual is registered in error and should not be in the system at all, call the ACWIS Help Desk for assistance.

**C. CHANGE EXISTING CASE NUMBER**

This feature on the Update Menu is designed to allow a county to change the case number of a county case that is incorrectly registered. To change a case number enter **{X}** on the Update Menu under the subheading, "Change Existing Case Number" and press **{Enter}**. The screen is returned. The county number and case number as the case is registered are displayed along with a blank field for entry of the new case number. Enter the new case number and press **{Enter}**. The case number is changed and a revised set of **TADS** is printed and will reflect the new case number.

**D. COMMENTS AND TICKLERS**

To make corrections/updates to comments and ticklers previously entered place an **{X}** next to comments or tickler and press enter to select. The user will be able to overwrite existing data with current information.

## VII. CLOSING AND RE-OPENING CASES ON FAMILY SERVICE SYSTEM

### A. CASE CLOSURE

To close a case in FSS, the user should first proceed to the Update Menu and enter the county number and case number of the case being selected for closure. The user should place an {X} by the List of Children and Adults in Case to close all children and adult case members. All adults and children listed must each be closed separately. Place an {X} next to the name of the child selected to be closed and press {ENTER}. The child screen will open and allow the user to update the child screen. Enter the status of {C} for closed and enter a valid status code for the appropriate closure reason (? for HELP) and enter a closure date. Press {ENTER} and {PF2} to process. This process should be completed for all children reflected as open on the List of Children and Adults in Case. To close an adult place an {X} next to the name of the adults involved in the case and press {ENTER}. The adult screen will open and allow the user to update the adult screen. Enter the status of {C} for closed and a status date reflecting the date that the agency ended it's work with the adult. Press {ENTER} and {PF2} to process. The system again returns to the List of Children and Adults in Case to confirm that all case members are now closed and will return the user to the Update Menu. The user will need to close the case on FSS. The user should return to the Update Menu and place an {X} by Case and press enter. The Update Case Screen will open and allow the user to update the case screen. Enter case type {CLS} case type to indicate closed and enter the case closure reason as well as case type/case reason effective date, which should reflect the date that the case was closed. Press {ENTER} and {PF2} to process. New TADS are printed. If turn around documents fail to be printed, the user can select the Print menu to print a revised set of case TADS which reflect the closed status of the case.

Refer to the FSS Appendix Code for appropriate case types and case reasons for closing FSS cases. Children for whom the agency has custody and planning responsibility are to be registered only on ACWIS. Therefore, once a child is placed into foster care the case must be closed in the Family Service System and registered on ACWIS.

### B. REOPEN CASE

To reopen a county case, place an {X} to select Reopen Case from the FSS Main Menu and press {ENTER}. A blank case screen is returned in the Reopen path. Enter the two-digit county number, county case number, and press {ENTER}. A message is returned to "Enter Reopen Case Information." Continue entering data as in the Case Registration process by entering the worker SSN, date assigned, case type, case reason, effective date, and other information as available. Press {ENTER} and {PF2} to process. The case is now in open status and a Case TAD is printed.

The system returns the user to the List of Children and Adults in Case as the primary adult in the case must be open. Enter an {X} to select the primary adult and press {ENTER}. Complete the reopening of the primary adult by entering a status of O for Open and a new status date equal to the new case effective date. Update any information as needed. Press {ENTER} and {PF2} to process. A new TAD is printed for the primary adult.

Continue re-opening case members as desired by returning to the List of Children and Adults in Case. At the list, enter an **{X}** to select each case member separately and complete the reopen process for each member. Update data on each member's record as needed. More case members are added to the list by pressing **{PF4}** for Adult and **{PF6}** for Child. Follow the registration instructions for adding adults/children, except the user must press **{PF2}** to complete processing as in the Update Path rather than pressing **{PF10}** as in the Registration path. Revised **TADS** are printed for each case member that is reopened or added. Press **{PF10}** to proceed to the Child Relationships screen. Update/add relationships as needed. If any changes are made to the relationships screen, press **{ENTER}** and **{PF2}** to process. A new **TAD** is printed. The case is now reopened and any further changes are made through the **UPDATE** menu.



## VIII. INQUIRIES

The inquiry screen allows the user to complete searches for open and previously closed cases registered on the Family Service System. At the **FSS Main Menu**, enter an **{X}** at the selection for Inquiries and press **{ENTER}**. The **FSS Inquiry Menu** is displayed as follows.

County: \_\_\_\_ Case Number: \_\_\_\_ SSN: \_\_\_\_

\_\_\_\_Name/SSN Search  
\_\_\_\_Case  
\_\_\_\_Adult  
\_\_\_\_Child  
\_\_\_\_List of Children and Adults in Case  
\_\_\_\_Relationships  
\_\_\_\_Comments  
\_\_\_\_Ticklers  
\_\_\_\_Case Type History  
\_\_\_\_Child Status History  
\_\_\_\_Case/Worker History  
\_\_\_\_Adult Case History

A **two-digit county code** and a **case number** must be entered in order to select one of the following: (**Refer to Appendix Code List**)

Case  
List of Children and Adults in Case  
Relationships  
Comments for a Case  
Ticklers for a Case  
Case Type History  
Case/Worker History

A **social security number** only is required to select:

SSN Search  
Child Status History  
Adult/ Case History

A **two-digit county code**, a **case number** and an **SSN** are needed to select:

Adult  
Child  
Comments for an individual  
Ticklers for an individual

To view the record for an individual of a case, use the List of Children and Adults in Case and **{X}** to select the appropriate **SSN** instead of typing the number.

## **TYPES OF INQUIRIES**

### **A. NAME/SSN SEARCH**

A name search inquiry may be completed from either the Inquiry menu or from the Update Menu. To complete a Name Search Inquiry, {X} the selection and press {ENTER}. Enter the Last Name of the individual if the name is uncommon but the last name and first name is necessary for common names such as Smith or Jones. Press {ENTER} and a listing of all possible selections are returned. The user can narrow or broaden the selections that are returned by entering more or less information such as the middle name and/or the sex, ethnicity and/or SSN. Search the list and type in {X} to select the individual chosen. Press {PF3} to return the name and social security number to the Inquiry Menu. The user must {TAB} to Child Status History or Adult/Case History depending upon whether the individual is registered as a child or an adult. It helps to note the individual's date of birth in trying to determine their status. All history associated with the SSN is displayed.

To search by SSN, enter only the SSN at the Name Search screen and press {ENTER}. The SSN, name, sex, ethnicity and date of birth will be returned if the SSN is known. Enter and press {X} to select and {PF3} to return to the inquiry menu. The user must {TAB} to either Child Status History or Adult/Case History to continue with the inquiry.

### **B. WORKER CASELOAD INQUIRY**

The Worker Caseload option is designed to provide an inquiry of all open FSS cases assigned to a worker. It also performs the function of allowing individual cases or an entire caseload to be transferred from a worker to one or more different workers. At the Worker Caseload Menu, enter the worker SSN and {X} to select either the Caseload Inquiry screen or the Transfer Worker Caseload screen.

Upon access of the inquiry screen for a worker, the worker's name and SSN are displayed as well as the name and SSN of the worker's supervisor. A listing of all open cases for the worker is also available. For each case listed, the system gives the county number, the case number, the name of the primary adult of the case, the case open date, and the date assigned to worker. The screen displays a page number to assist the user if more than one screen of cases exists for a particular worker. Use the PF function keys given at the bottom of the screen to view more than one screen. The worker caseload listing cannot be printed from this inquiry screen except for a local print so to retrieve a printed copy of a worker's caseload, {TAB} to the Print Menu.

#### **D.      TRANSFER WORKER CASELOAD**

The transfer caseload screen allows one or more individual cases to be transferred from one worker to another worker. It allows a caseload to be transferred in its entirety from one worker to another worker. When the transfer screen is accessed, note that the **SSN** of the “From” worker is displayed as it was entered at the Worker Caseload Menu.

Enter the **SSN** of the new worker to whom cases are being transferred along with a date of assignment to the new worker. The user can PRESS {**X**} to select All Cases if the entire caseload is being transferred. If individual cases are to be transferred, place an {**X**} in the Select column alongside the specific case(s) that are to be transferred and press {**ENTER**} to complete the process. A message will be returned to notify the user that the case has been transferred to the new worker. The screen will also display a message of “**More Pages**” to alert the user that additional screens are available.

## IX. PRINT

The Family Service System allows the user to print In-Put forms, TADS, Ticklers and the Worker's Caseload. Each of these functions can be accessed using the Print Menu by placing an {X} in the selection desired. See below an example of the Print Menu:

### Screen Example

10/25/03  
12:15:22

PSRC0122

### **Family Service System Print Menu**

\*\*\* X to Select \*\*\*

\_\_\_\_\_ PRINT INPUT FORMS

\_\_\_\_\_ PRINT TADS

\_\_\_\_\_ PRINT TICKLERS FOR COUNTY/CASE  
COUNTY: \_\_\_\_\_ CASE: \_\_\_\_\_

\_\_\_\_\_ PRINT TICKLERS FOR WORKER/ DATE  
WORKER: \_\_\_\_\_  
BEGIN DATE: \_\_\_\_\_ END DATE: \_\_\_\_\_

\_\_\_\_\_ PRINT WORKER CASELOAD  
WORKER SSN: \_\_\_\_\_

## A. Printing Input Forms

The Family Service System will print input forms upon request. Enter an {X} to select the print menu from the Main Menu and press {ENTER}.

At the Print Menu, {TAB} to Print Input Forms. Enter an {X} to select Print Input Forms and press {ENTER}.

### Screen Example

9/7/02  
13:27:45

PSRC0121

#### Family Service System Forms Menu

Enter Number of Copies Desired (1-9)

\_\_\_\_\_ Case  
\_\_\_\_\_ Child  
\_\_\_\_\_ Adult  
\_\_\_\_\_ Child Relationships  
\_\_\_\_\_ Comments – Ticklers  
  
\_\_\_\_\_ All (X Only)

The Forms Menu is returned. The user must {TAB} to select the form and enter the number of copies needed from 1 to 9. The user can enter the number of copies desired from 1-9 in any combination of forms; such as: 1 Case form, 2 Adult forms, 4 Child forms, 1 Relationship form, and 6 Comments – Ticklers forms.

Press {ENTER} for the system to print the combination of forms selected one following another. Another option is to {X} to **Select ALL (the last selection on the screen)** and press {ENTER} which will print one each of the following:

Case Registration Form  
Child Registration Form  
Adult Registration Form  
Register Child Relationships Form  
And Comments –Ticklers Registration Form

These above listings of forms include the input forms necessary to register an FSS case. The forms can be reproduced on a copy machine if a large quantity is needed.

## B. Printing TADS

The Family Services System will print turnaround documents (**TADS**) upon request by entering the selections desired. Enter an **{X}** to select **{PRINT TADS}** from the Print Menu and Press **{ENTER}**. The **TAD MENU** is returned.

### Screen Example

10/12/04  
14:00:37

PSRC0107

#### Family Service System TAD Menu

County: \_\_\_\_\_ Case: \_\_\_\_\_ SSN: \_\_\_\_\_

- \_\_\_\_\_ Case Data Only
- \_\_\_\_\_ Child Data
- \_\_\_\_\_ Adult Data
- \_\_\_\_\_ Comments - Ticklers
- \_\_\_\_\_ List of Children/ Adults
- \_\_\_\_\_ Child Relationships
- \_\_\_\_\_ All Case Data Tads

The user must enter the two digit county code and case number to effectively print the following list of TADS, Case Data Only, List of Children and Adults, Child Relationships and **ALL Case Data TADS** selections.

To receive information pertaining to Adult and Child Data the user must enter the two-digit County codes, Case Number, and the individual's SSN.

Enter an **{X}** to select the **TAD** or all **TADS** for a case. Press **{ENTER}** to print the option(s) selected. Press **{PF3}** to Return to Menu.

**Note:** Upon registration, a turnaround document is automatically generated. It is used later as a tool to update information, just as in ACWIS. Corrections and updates to the **TAD** should be made with a red pen.

## C. Printing Ticklers

### **PRINT TICKLERS for COUNTY/CASE**

Enter a {X} to select Print Menu from the FSS Main Menu

Enter a {X} to select Print Ticklers for County/Case. Enter the two digit county code and case number for which ticklers are desired.

Press {ENTER} and the ticklers are printed.

\_\_\_\_\_ **PRINT TICKLERS FOR COUNTY/CASE**  
**COUNTY:** \_\_\_\_\_ **CASE:** \_\_\_\_\_

The Family Service System will print ticklers for a specific county/case or for an individual worker upon request. It will also produce a printout of all cases assigned to a worker as of the date requested.

### **PRINT TICKLERS for WORKER/DATE**

Enter a {X} to select Print Menu from the FSS Main Menu

Enter a {X} to select Print Ticklers for Worker/Date

Enter the worker SSN, as well as begin and end dates to set a date range for the time period that ticklers are desired.

Press {ENTER} and the ticklers are printed.

\_\_\_\_\_ **PRINT TICKLERS FOR WORKER/ DATE**  
**WORKER:** \_\_\_\_\_  
**BEGIN DATE:** \_\_\_\_\_ **END DATE:** \_\_\_\_\_

### **PRINT WORKER CASELOAD**

Enter the social security number (SSN) of the worker for whom a caseload listing is desired.

Press {ENTER} and the worker's caseload is printed.

\_\_\_\_\_ **PRINT WORKER CASELOAD**  
**WORKER SSN:** \_\_\_\_\_

## **X. FAMILY SERVICE SYSTEM SCREENS**

### **A. General Information**

This chapter contains the detailed instructions for use of the Family Service System Screens. Screens are used for three purposes: data entry, data updating, and inquiry. They provide immediate access to the most current information in the database.

Each screen displays the screen ID, the Title, and the current Date/Time. Any information displayed on the screen may be reproduced in printed form by the printer on site. A printed screen image consists only of the section of the form appearing on the screen at the time of printing. In addition, each time an entry or update is made to the database, an appropriate **TAD** will be printed automatically in the county office immediately.

Caseworkers have access to all children, legal parents, and providers in their caseload. Supervisors, administrative supervisors, assistant directors, and directors have access to all cases in their county. Selected SDHR staff can access the entire database. Special messages will be displayed at the bottom of the screen to indicate an error or a completed transaction. Each screen will display "transaction completed" or another standardized acceptance edit message. Any additional messages will be noted with the discussion about a specific screen.

The screens generate automatic prompts for ease in using the system. It is important to watch for screen prompts to assist in the input or retrieval of data. The prompts generated by the system consist of ticklers and alerts, comments or short narrative, local print of the input documents, and caseload lists for management and statistical purposes. Most fields have **HELP** messages that are accessed by entering a question mark (?) in the first position of the field. The area will be highlighted red to detect that information needs to be entered in that field.

There are nine screens utilized in FSS that allow users to access data and they are listed below along with their screen names and a brief description of its function.



## B. Primary Screen Names and Functions

PSRC0100	Inquiry Menu Screen
PSRC0101	New Case Registration
PSRC0100	UPDATE
PSRC0100	Re-Open a Case
PSRC0151	Eligibility Menu Screen
PSRC0122	Print Menu Screen
PSRC0123	Worker/Caseload Menu Screen
PSRC0111	Acquire Temporary Number Screen
PSRC0117	System Maintenance Menu Screen

The **Inquiry** screens allow users to complete searches for open cases and previously closed cases. It is important to remember that a closed case and individuals associated with a closed case are maintained on the system.

The **Worker Caseload** Screens allow users to complete searches for caseload inquiries to determine what worker has been assigned to a case as well as allows the Data Entry Operator to transfer a worker's caseload.

The **Eligibility** Screens allow users to determine eligibility status for children and adults currently entered on the system.

The **New Case Registration** screens allow users to enter case-specific data into the system during the registration process.

The **UPDATE** screens allow users to keep existing data in the computer posted to the system. It enables new data to replace existing data elements.

The **Reopen A Case** screens allows users to reopen an existing case in the system.

The **Print Menu** screens allow users to print TADS and INPUT forms.

The **Acquire Temporary Number** screen allows users to create a provisional social security number for a child to be utilized in the system until the actual social security number can be determined.

The **System Maintenance Menu** screen is restricted and can not accessed by local users. SDHR technical staff utilizes this screen to make any necessary maintenance functions to the computer system.

## SCREEN

**NAME:** INQUIRY MENU SELECTION  
**ID:** PSRC0100

**PURPOSE:** This screen is used to select other available screens.  
**ACCESS:** No Restriction.  
**DESCRIPTION:** The screen lists all other screens available. Selection must be made on this screen before proceeding to another screen.  
**MESSAGE:** "Unauthorized Selection"

## SCREEN

**NAME:** NEW CASE REGISTRATION  
**ID:** PSRC0101

**PURPOSE:** This screen is used to enter case specific data.  
**ACCESS:** No Restrictions.  
**DESCRIPTION:** This screen allows the user to input county number; case number, worker assigned, case type, case reason, and type of plan and indicators.

## SCREEN

**NAME:** ADD CASE/ UPDATE CASE  
**ID:** PSRC0101

**PURPOSE:** The purpose of this screen is to add case data and to update existing case data in the system.  
**ACCESS:** No Restriction.  
**DESCRIPTION:** To access this screen the user must enter specified case data requirements prompted by the system.

## SCREEN

**NAME:** NAME SEARCH  
**ID:** PSRC0106

**PURPOSE:** The purpose of this screen is to search the database for names of clients previously registered on the system.  
**ACCESS:** No Restriction.  
**DESCRIPTION:** To access this database a user must enter the last name, first name, middle name, sex, and social security number of the client.

## SCREEN

**NAME:** TRANSFER CASES TO ANOTHER WORKER/ SAME COUNTY  
**ID:** PSRC0108

**PURPOSE:** The purpose of this screen is to allow a supervisor to transfer cases from one worker to another.

**ACCESS:** Restricted.

**DESCRIPTION:** To access this screen a user must enter the social security number of the worker scheduled to receive cases as well as the date of assignment.

## SCREEN

**NAME:** ACQUIRE TEMPORARY NUMBER  
**ID:** PSRC0111

**PURPOSE:** The purpose of this screen is to acquire a temporary number that is computer generated for children prior to the issuance of their social security numbers so that they can be registered in the computer system in a timely manner.

**ACCESS:** No Restriction.

**DESCRIPTION:** To access this screen the user must enter the child's last name, first name, sex, ethnicity and date of birth. This enables the computer to do a self-generated search to ensure that no child exists with the same child data under a different social security or T-number.

## SCREEN

**NAME:** PURGE PERSON FROM SYSTEM  
**ID:** PSRC0116

**PURPOSE:** The purpose of this screen is to purge or delete an existing client from the database.

**ACCESS:** Restricted to SDHR authorized personnel.

**DESCRIPTION:** To access this screen a user must enter the social security number and internal ID number of the client being purged from the system.

## SCREEN

**NAME:** SYSTEM MAINTENANCE MENU  
**ID:** PSRC0117

**PURPOSE:** The purpose of this screen is to maintain and modify current system information to ensure accuracy of the information being entered into the database.

**ACCESS:** Restricted to SDHR authorized personnel.

**DESCRIPTION:** This system allows a person to purge a person or case completely from the system. Consolidate persons and move a person from one case to another. You must enter only one screen function at a time.

## SCREEN

**NAME:** FORMS MENU  
**ID:** PSRC0121

**PURPOSE:** The purpose of the forms menu is to allow users to print output forms to be utilized in capturing data that needs to be entered on the system.

**ACCESS:** No Restrictions.

**DESCRIPTION:** To access this screen the user is required to place a number from one to nine beside the type of form desired. The forms that are generated can be acquired separately by type or under all sections together. The forms consist of case, child, adult, child relationships, and ticklers.

## SCREEN

**NAME:** PRINT MENU SCREEN  
**ID:** PSRC0122

**PURPOSE:** The purpose of this screen is to allow a user the ability to print input and output reports. This screen lists other available screens that enable a user to print case and person specific data. Selections must be made on this screen before proceeding.

**ACCESS:** No Restrictions.

**DESCRIPTION:** To access the screen the user must select the desired print function. A user is able to Print Input Forms, Print TADS, Print Ticklers for County/Case; Worker/Date; and Worker Caseload information.

## SCREEN

**NAME:** WORKER CASELOAD MENU  
**ID:** PSRC0123

**PURPOSE:** The purpose of this screen is to enter and receive data pertaining to an individual worker assigned caseload. It enables a user to perform an inquiry of cases by worker as well as reassign cases from one worker to another. This screen must be accessed before moving to another screen.

**ACCESS:** Restricted.

**DESCRIPTION:** To access this screen the user must indicate with an {X} whether they want to make an inquiry of the worker's caseload or transfer cases from one worker to another. The worker's social security number is required for this function.

## SCREEN

**NAME:** MOVE PERSON FROM ONE CASE TO ANOTHER  
**ID:** PSRC0128

**PURPOSE:** The purpose of this screen is to move an existing client in the database from one case to another.

**ACCESS:** Restricted to SDHR authorized personnel.

**DESCRIPTION:** To access this screen the user must enter the social security of the person being moved to a new case. Then they must enter case information both county and case number of the client being moved from a case as well as county and case number of the case in which the person is being added.

## SCREEN

**NAME:** WORKER CASE LOAD INQUIRY  
**ID:** PSRC0137

**PURPOSE:** The purpose of this screen is to allow a user or supervisor to see all cases assigned to a worker.

**ACCESS:** Restricted.

**DESCRIPTION:** To access this screen a user must list the social security number of the worker's case being observed in the space provided. The information contained on the screen consists of the case number, name of primary adult, date case opened and assigned.

## SCREEN

**NAME:** PURGE CASE FROM SYSTEM  
**ID:** PSRC0146

**PURPOSE:** The purpose of this screen is to purge or delete an existing case from the database.  
**ACCESS:** Restricted to SDHR authorized personnel.  
**DESCRIPTION:** To access this screen a user must enter the county number and case number to access the case information required to be purged.

## SCREEN

**NAME:** AKA LIST  
**ID:** PSRC0148

**PURPOSE:** The purpose of this screen is to identify other names known to the individual.  
**ACCESS:** No Restrictions.  
**DESCRIPTION:** This is an inquiry field. No data input is required or accepted in this field.

## SCREEN

**NAME:** MERGE RECORDS FOR TWO PERSONS  
**ID:** PSRC0149

**PURPOSE:** The purpose of this screen is to merge the records of the same person entered with different social security numbers or a social security number and a temporary number to keep an accurate account of client and case data.  
**ACCESS:** Restricted to SDHR authorized personnel.  
**DESCRIPTION:** To access this screen the user must enter both the old and new social security numbers and internal ID numbers for the client.

## SCREEN

**NAME:** ELIGIBILITY MENU  
**ID:** PSRC0151

**PURPOSE:** This screen enables a worker to access eligibility data specific to a particular case or client.  
**ACCESS:** Restricted.  
**DESCRIPTION:** The county number, case number, and the client's social security number must be entered. If **Case** is selected, all participants in the case will be displayed and each participant maybe selected individually. If **Child or Adult** is selected, only the individual child or adult will be displayed.

## **SCREEN**

**NAME:** **ELIGIBILITY ADD/ UPDATE MENU**  
**ID:** **PSRC0152**

**PURPOSE:** This screen is used to allow a worker to update existing data or add new data.

**ACCESS:** Restricted.

**DESCRIPTION:** To access this screen the user must enter through the Eligibility Menu screen with case or client specific data.

## **XI. FAMILY SERVICE SYSTEM GENERATED REPORTS**

### **REPORTS**

#### **A. General Information**

This chapter contains the detailed instructions for use of the Family Service System management output reports.

Reports are system-generated documents that contain specific or aggregate data derived from information that has been entered into the system and is maintained in the database. Reports are provided to County and/or State staff and are issued monthly, quarterly, semi-annually, annually, and/or on request.

Reports are produced and distributed by CIS to State and County offices at predetermined times: monthly, quarterly, semi-annually, or annually. Additional copies of reports may be requested at any time. Frequency of report production is subject to change, depending upon user needs. Request for special or ad hoc reports are made to the Family Services, Office of Data Management Support.

The report identifier (example: PSRCZ030B) identifies the program that produces the report and the report number. It appears in the top left corner. The **RUN DATE** is the date the report is printed. Generally, the report with the most recent run date contains the most current data. The **RUN DATE** appears in the top left corner, below the Report Identifier. Also heading the report will be the title of the report, the page number of a multi-page report, and the "As of" date. The "As Of" date is the last date data was entered to formulate the report.

Many reports are currently available on the Electronic Report Distribution, which can be accessed from the user's computer.



**Title of Report:**        **Monthly Worker Caseload Report**  
**Name of Report:**     **PSRC010 - ERD**

**Frequency:**                Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** Director, Supervisor and Worker  
SDHR – Family and Children Services  
SDHR - Office of Protective Services  
**Description:**              This report provides information broken down by worker and county on a monthly basis that gives detailed information to show the worker's open cases as well as provides detailed information pertaining to the Individualized Service Plan for each case. This report is currently available on ERD.  
**Suggestions for Use:**      This report could be used as a management tool by supervisors to monitor a worker's caseload as well as Individualized Service Plans and ensure policy compliance. This report can further be utilized by workers to assist in planning and scheduling upcoming Individualized Service Plan Meetings.

**Title of Report:**        **Listing Case Closures Case/Type/County**  
**Name of Report:**     **PSRC015 - ERD**

**Frequency:**                Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** Director, Supervisor and Worker  
SDHR – Family Services  
**Description:**              This report provides a county summary showing the CPS cases that have been closed. Contained in the report is the worker, case number, primary adult, case type, closure reason, and case closure date. This report is currently available on ERD.  
**Suggestions for Use:**      This report can be used to provide a monthly tracking of all closed cases.

**Title of Report:**        **State Summary by Case Type of Cases Open**  
**Name of Report:**     **PSRCZ020A – ERD**

**Frequency:**                Monthly  
**Intended Viewing Group:** Director, Supervisor and Worker  
SDHR – Family and Children Services  
**Description:**              This is a report that provides statistical data regarding open cases on the Family Services System in each county and provides information pertaining to case type.  
**Suggestions for Use:**      This report can be used to provide counties and SDHR staff with a breakdown of case types in each county as well as statistical data.

**Title of Report:**        **Listing of Open Case Types by County**  
**Name of Report:**     **PSRCZ020B - ERD**

**Frequency:**                Generates on the 1<sup>st</sup> and 10<sup>th</sup> of the Month  
**Intended Viewing Group:** Director, Supervisor & Worker  
SDHR – Family and Children Services  
**Description:**              This report provides information broken down by worker and county that gives detailed information to show the worker's open cases as well as provides detailed information pertaining to the Individualized Service Plan for each case.  
**Suggestions for Use:**      This report can be used as a monitoring tool for supervisors and workers as well as provide an overview of all open cases in each county.

**Title of Report:**        **Statewide Summary by Case Reason of Cases Open at the End of the Month**  
**Name of Report:**     **PSRCZ030A - ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family Services  
**Description:**              This report is a statewide statistical report developed in summary form that lists all open cases per county and categorizes the cases according to case reason for those cases open at the end of the month.  
**Suggestions for Use:**      This report can be used to provide SDHR with statistical data regarding open cases and specified reasons why children and their families are currently receiving services. It allows SDHR to look at trends occurring in each county or on a statewide basis.

**Title of Report:**        **Statewide Summary by Case Reason of Cases Open during the Month**  
**Name of Report:**     **PSRCZ030B- ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
**Description:**              This report is a statewide statistical report developed in summary form that lists all open cases per county and categorizes the cases according to case reason for those cases open during the month.  
**Suggestions for use:**      This report can be used to provide SDHR with statistical data regarding open cases and specified reasons why children and their families are currently receiving services. It allows SDHR to look at trends occurring in each county or on a statewide basis.

**Title of Report:**        **Independent Living Program Report – Children Age 14 & Older**

**Name of Report:**     **PSRCZ045A - ACWIS**

**Frequency:**            Monthly

**Intended Viewing Group:** SDHR – Family and Children Services  
County Department ILP Coordinator & Supervisor

**Description:**        This report provides a detailed report showing children in each county who are registered on Family Services System who are fourteen years of age. Contained in the report is the child's name, mailing address, case number, social security number, sex, ethnicity, date of birth, and open status.

**Suggestions for Use:** This report can be used to provide a detailed listing of children age fourteen and older who are moving towards independence. These children are eligible to receive Independent Living Services. It can serve as a tracking tool for workers and supervisors in identifying this population for children receiving protective services.

**Title of Report:**        **Caseload Count by County for Month**

**Name of Report:**     **PSRCZ080A – ACWIS**

**Frequency:**            Monthly

**Intended Viewing Group:** County Director  
Program Supervisor - Family & Children Services  
SDHR – Family and Children Services

**Description:**        This report provides the caseload count by county for both children and adults. It looks at the number of cases opened on the 1<sup>st</sup> of the month, the number of cases opened during the month, the number of cases closed during the month and the number of cases open at the end of the month.

**Suggestions for Use:** This report allows County Directors and Program Supervisors to monitor and track the number of cases open and closed during various intervals of the month. They may use the data to identify any trends related to an increase or decrease in cases reported at various intervals.

**Title of Report:**        **Unduplicated Caseload Count Statewide for Month**  
**Name of Report:**     **PSRCZ080B – ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
**Description:**             This report provides a statewide summary showing the total number of cases for children and adults. It looks at the total number of cases opened on the 1<sup>st</sup> of the month, the total number of cases opened during the month, the total number of cases closed during the month and the total number of cases open at the end of the month.  
**Suggestions for Use:**     This report allows SDHR – Family Services to monitor and track the number of cases open and closed during various intervals of the month in each county. They may use the data to identify any trends related to an increase or decrease in cases reported at various intervals or in each county.

**Title of Report:**        **List of Open Children in FSS**  
**Name of Report:**     **PSRCZ100A– ERD**

**Frequency:**                Monthly  
**Intended Viewing Group:** County Director, Supervisor & Worker  
                                     SDHR – Family and Children Services  
**Description:**             This report provides a listing of children receiving ongoing protective services. It provides case information to include case number, case type, and the name of the primary adult as well as child specific data for each child associated with the case. The child specific data includes the child's name, case number, and date of birth, social security number, ethnicity, sex, service open date and length of service months.  
**Suggestions for Use:**     This report will assist workers and administrative staff in identifying children in each county currently receiving protective services. This report will also help workers achieve safety for children by allowing them to look at the length of service time each child receives in ongoing services.

**Title of Report:**        **Eligibility Status**  
**Name of Report:**     **PSRCZ115A &C – ACWIS**

**Frequency:**                      Monthly  
**Intended Viewing Group:**   SDHR – Family and Children Services  
**Description:**                    This report provides a statewide summary showing a breakdown of the total number of clients eligible in each county to receive TAN1, TAN2, WRTI, or XX benefits each month. This report provides statewide totals. It looks at the total number of cases in each category by county and provides statewide totals.  
**Suggestions for Use:**        This report allows SDHR to monitor and track the number of cases open each month in the eligibility categories. The data could be used to identify trends.

**Title of Report:**        **Eligibility Status “Denied”**  
**Name of Report:**     **PSRCZ120A – ACWIS**

**Frequency:**                      Monthly  
**Intended Viewing Group:**   County Director, Supervisor & Worker  
   SDHR – Family and Children Services  
**Description:**                    This report is used to list the clients who have applied for services and have been denied due to the clients' untimely response.  
**Suggestions for Use:**        This report allows counties to track individuals who do not meet eligibility requirements but were denied because of failure to respond to the county in a timely manner.

**Title of Report:**        **Emergency Assistance Activity Report**  
**Name of Report:**     **PSRCZ130A - ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** County Director, Supervisor & Worker  
SDHR – Family and Children Services  
**Description:**              This report provides a listing of all clients each month approved to receive Emergency Assistance services.  
**Suggestions for Use:**      This report can be used as a management tool for supervisors and workers. It details each worker's caseload from the beginning date that a client applies for services until the date of completion. It allows counties to track the amount of time it takes for the workers to process EA applications.

**Title of Report:**        **Statewide Summary of Emergency Assistance Applications**  
**Name of Report:**     **PSRCZ140A - ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
**Description:**              This report provides statewide summary statistics of Emergency Assistance applications for each county. Contained in the report are the received current monthly cases, received year-to-date cases, cases currently approved during the month, cases currently approved year-to-date, cases that have been denied during the month as well as cases that have been denied year-to-date. It provides a breakdown of the total number of cases approved per the number of clients that applied for EA services.  
**Suggestions for Use:**      This report can be used by SDHR for statistical purposes to gather data regarding Emergency Assistance Applications.

**Title of Report:**        **Clients Eligible to Receive Title XX or WRTI Services**  
**Name of Report:**     **PSRCZ155C – ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
County Director & Supervisor  
**Description:**              This report provides a detailed listing of the number of clients eligible to receive Title XX or WRTI services.  
**Suggestions for Use:**      This report can be used as a management tool for supervisors to determine the number of people in a county currently receiving Title XX or WRTI services in accordance to each worker's caseload.

**Title of Report:**        **Clients Eligible to Receive TAN 1 or TAN 2 Services**  
**Name of Report:**     **PSRCZ155D – ACWIS**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
County Director & Supervisor  
**Description:**             This report provides a listing of clients eligible to receive TANF benefits and shows eligibility for TAN1 or TAN2.  
**Suggestions for Use:**     This report can be used as a management tool for supervisors to determine the number of people in a county currently receiving TAN1 or TAN 2 services in accordance to each workers caseload.

**Title of Report:**        **Children Exiting Protective Services and Entering Foster Care**  
**Name of Report:**     **PSRCZ170A - ERD**

**Frequency:**                Monthly  
**Intended Viewing Group:** SDHR – Family and Children Services  
County Director & Supervisor  
**Description:**             This report provides a detailed view of children who have exited protective services and have entered foster care. It includes cases opened with a case type of CP, CPSP, COS or CHINS and children closed in these cases with closed reason DHR. A close reason of DHR shows that a child and family are no longer receiving child protective services and the child has been placed in foster care. This report also includes the date case opened and closes as well as the length of time case was opened. Contained in the report is the case number, child's name and social security number, case type, effective date and end date that the child received protective services. As well as the child's average length of time receiving protective services broken down to reflect the years, month and days the child received protective services before entering foster care.  
**Suggestions for Use:**     This report can be used to show a child's average length of stay in Child Protective Services prior to entering foster care. It can show trends evolving in each county.

**Title of Report:**        **Children Exiting Protective Services and Entering Foster Care Summary**

**Name of Report:**     **PSRCZ170B - ERD**

**Frequency:**             Monthly

**Intended Viewing Group:** County Director, Supervisor, & Worker  
SHDR – Family and Children Services

**Description:**         This report provides a statewide summary report by county of the number of children closed with reason of DHR. It provides a listing of the total number of children closed to include the average and median time the case was open as a Protective Services Case on Family Service Systems.

**Suggestions for Use:**     This report can be used to provide statistical data regarding children's average length of stay and can assist in making a comparison analysis of counties to ensure time frames are being met.

**Title of Report:**        **FSS Child Contact Detail Report**

**Name of Report:**     **PSRCZ370A-ERD**

**Frequency:**             Generates on the 1<sup>st</sup> and 10<sup>th</sup> of the Month

**Intended Viewing Group:** SDHR – Family and Children Services  
County Department Director, Supervisor & Worker

**Description:**         This is a detailed report sorted by county, worker and supervisor. Contained in the report is the case number, child's name and social security number, case type, frequency of contact, last date of contact and reason. This report provides a statistical summary for workers and supervisors, as well as a county summary based on the total number of Child Protective Services. The information contained in each summary consists of the percentage of exceptions, the number of CP cases, the number of children represented in each worker's caseload, and the number of exceptions incurred from no child contact. Finally, this includes the total number of Child Protective Service cases, statewide summary statistics, total number of children, total exceptions and the percentage of exceptions.

**Suggestions for Use:**     This report can be used to alert the worker, supervisor, director, and/or service specialist of possible problem areas in the caseload. The worker can use the data to ensure compliance with In-Person Contacts.



**Title of Report: FSS Child Contact Summary Report**

**Name of Report: PSRCZ370B - ERD**

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month

**Intended Viewing Group:** SDHR – Family and Children Services  
County Department Director and Supervisor

**Description:** This report provides a statistical summary for each worker regarding the number of child exceptions received for the month. It lists information pertaining to the number of cases, children, exceptions and percentage of exceptions.

**Suggestions for Use:** This report is used by SDHR to monitor IN-CONTACT exceptions in the County.

**Title of Report: Home Evaluation Cases open this Month**

**Name of Report: PSRCZ371B - ERD**

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month

**Intended Viewing Group:** SDHR – Family and Children Services  
County Department Supervisor & Worker

**Description:** This report provides the number of home evaluation cases showing as being open during the month. Contained in the report is the county case number, name of the primary adult and social security number, case “open” effective date, case type, and reason the case was opened for evaluation. The information is divided by county and broken down according to worker caseload.

**Suggestions for Use:** This report can be used to provide counties with a detailed listing of open home evaluations. Therefore, the report serves as a management tool to track open cases in the county and to assist Supervisors in monitoring a worker's caseload.

**Title of Report: Home Evaluation Cases closed this Month**

**Name of Report: PSRCZ371C - ERD**

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month

**Intended Viewing Group:** SDHR – Family and Children Services

**Description:** This report provides a detail listing of the home evaluation cases closed during the month. It is representative data available for each county per worker caseload. Contained in the report is detailed information related to county case number, primary adult and social security number, effective date of closure, case type and the reason for closure. There is no statewide summary available.

**Suggestions for Use:** This report can be used to look at the number of home evaluations closed as well as how the goal was achieved in closing each case.

**Title of Report:**        **List of Protective Service Cases Open this month**  
**Name of Report:**     **PSRCZ373B - ERD**

**Frequency:**                Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** County Director, Supervisor, & Worker  
SDHR – Family and Children Services  
**Description:**              This is a report that contains a list of protective service cases opened during the month. The information contained in the report is representative of each county according to the worker's caseload. The information contained in the report consists of the case number, primary adults name and social security number, effective date, case type and open reason.  
**Suggestions for Use:**      This report can be used as a management tool by supervisors to monitor the worker's caseload on all open and active Child Protective Service cases.

**Title of Report:**        **List of Protective Services cases closed this month**  
**Name of Report:**     **PSRCZ373C - ERD**

**Frequency:**                Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** County Director, Supervisor, & Worker  
**Description:**              This is a report that contains a list of closed protective service cases. The information contained in the report is representative of each county according to the worker's caseload. The information contained in the report consists of the case number, primary adults name and social security number, effective date, case type and close reason.  
**Suggestions for Use:**      This report can be used as a management tool by supervisors to monitor closed protective services cases and ensure that all goals are met.

**Title of Report:** List of PS cases open for more than 2 years this month  
**Name of Report:** PSRCZ373D - ERD

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** County Director, Supervisor, & Worker  
SDHR – Family and Children Services  
**Description:** This report provides a detailed listing of Protective Service cases that have been receiving services for more than two years upon concurrence with the effective date. Contained in the report is the case number, primary adult caregiver's name and social security number, effective date, case type and reason. It represents detailed information for each county in accordance to the worker's caseload.  
**Suggestions for Use:** This report can be used as a management tool by serving as an alert to identify clients who have been receiving ongoing protective services from the agency for two years. This report enables workers and supervisors to target cases and look at the need to re-evaluate case plans and goals to ensure safety and stability for children remaining in their own homes.

**Title of Report:** List of FSS children with educational successes this month  
**Name of Report:** PSRCZ376A - ERD

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month  
**Intended Viewing Group:** County Director, Supervisor, & Worker  
SDHR – Family and Children Services  
**Description:** This report provides a detailed listing for each county regarding the children who require and are receiving specialized educational services to promote success in school. Contained in this report is the case number, child's name, social security number and date of birth. Also, listed are the case type and case reason, effective date and special condition(s) related to their individualized educational needs.  
**Suggestions for Use:** This report can serve as a management tool by assisting workers in identifying and targeting children in their caseload who require specialized educational services.

**Title of Report:** List of FSS children with SEBD Special needs this month  
**Name of Report:** PSRCZ376B - ERD

**Frequency:** Generates the 1<sup>st</sup> and 10<sup>th</sup> of the month

**Intended Viewing Group:** SDHR – Family and Children Services  
County Department Director, Supervisor and Worker

**Description:** This report provides a detailed listing for each county in regard to children identified with severe emotional behavior disorders that require services. Contained in the report is detailed information pertaining to the case number, child's name, social security number and date of birth, case type and case reason, effective date and the special condition related to the emotional and behavioral needs of the child receiving services.

**Suggestions for Use:** This report can serve as a management tool by assisting workers in identifying and targeting children who have severe emotional behaviors to ensure adequate and appropriate services are used to meet the emotional needs of the children.

## **XII. TITLE IV-A EMERGENCY ASSISTANCE PROGRAM FOR FAMILIES WITH CHILDREN EA, TANF, TITLE XX, WRTI**

### **A. INTRODUCTION**

#### **BACKGROUND**

The Alabama Department of Human Resources implemented the Emergency Assistance to Families with Children Program effective December 1, 1993. Federal funds may be utilized for state and local child welfare expenditures for eligible families through this program.

The Emergency Assistance (EA) Program is aimed at maximizing federal funding for child welfare services in order to provide for improved services to families and for earlier return of children to their own homes. Originally, the EA program was a Title IV-A program, but is now funded through the Department's TANF Block Grant. Certain Title IV-A eligibility requirements remain with the EA program. Funds are available for new eligible cases for up to twelve months following the emergency.

The service social worker will continue to approve and authorize services and payments based on the policy and procedures contained in the **Family and Children's Services Manual**. Eligibility for Emergency Assistance will not affect services or assistance that are provided. Children's services are provided based on the professional judgement of the workers and the specific needs of the children and families and not on the source of funding. However, when a family that is eligible for Emergency Assistance receives certain staff-provided or purchased services, these costs can be claimed as Emergency Assistance costs.

In addition to concrete services, the Child Protective Services (CPS) investigation is an assessment of whether an emergency exists and is, therefore, a part of the Emergency Assistance eligibility determination. The cost of the investigation is claimable to the EA program. The investigation cost is determined by the DHR work sampling system. **All CPS investigation activities, inclusive of the process used to determine risk, should be coded as an Emergency Assistance Assessment during the work sampling observation. A family Emergency Assistance application is not necessary to be able to claim EAA for the investigation activity.**

### **B. OVERVIEW OF APPLICATION/ ELIGIBILITY/AUTHORIZATION**

Emergency Assistance for Families with Children requires (1) completion of an Application for each family, (2) determination of the family's eligibility, and (3) authorization for care and services. All three of these activities are documented on the form (DHR-RMP-758). The form is completed by the County DHR worker who has the initial family contact or who determines that an emergency exists. It is signed by the responsible parent/relative if they are willing and available. The County DHR worker determines the family's eligibility for Emergency Assistance and authorizes services, eligible for Federal reimbursement.

A family's Emergency Assistance eligibility is based on the information contained on the DHR-RMP-758 Emergency Assistance Program application and whether the family has had prior Emergency Assistance authorization within the past 12 months. The case record should provide source documentation for an audit trail.

**Note:** See instructions for completing the DHR-RMP 758 located on the Shared Drive: **F:\Shared\FCS\Cwpolicy\Financi\Elg\_fd\758\_inst.doc**. Also, refer to Administrative Letter 7066 to determine applicants' determination eligibility requirements.

## **C. ELIGIBILITY TEST AND VERIFICATION (SECTION II-EA APPLICATION)**

Upon completion of section II on the Emergency Assistance (EA) application a search must be completed on the Family Service System. A search of the Family Service System's eligibility information must be made to determine if the service child or any member of the family has received an Emergency Assistance authorization within the past twelve (12) months.

In completing the query on FSS the service child should be searched first, the head of household second and the spouse of the head of household third.

There are three situations relative to EA authorizations within the prior 12 months. These are discussed below.

### **A. No Current or Prior Authorization**

If the Family Service System does not have any match for the child, head of household or spouse that is listed on the application, then this is the first Emergency Assistance authorization for this family within the prior 12 months. The family shall be certified for EA following usual procedures.

The service worker or designated employee will complete the "**ELIGIBILITY VERIFICATION**" Section (The CPS workers and other DHR county service workers will determine the actual services which are necessary based on the Family and Children's Services Manual.) At this point, the eligibility will be entered on the Family Service System eligibility screen for access by county/state staff.

## **B. Current Authorization**

If the Family Service System does have a match for the child, head of household or spouse that is listed on the application and this current application has an Authorization Effective date that is still within 12 months of the original (**first**) authorization effective date, the family is still eligible under the original authorization time period.

## **C. Continuous Authorization**

If a family has had a prior Emergency Assistance Authorization period during the past 12 months, and a new emergency arises that is beyond the 12 months of original EA eligibility, the family may be EA eligible under the new emergency. **The case record must document that the family is experiencing a new emergency.** If this situation exists, the application under consideration should be considered as a new application. If it is documented in the case record that this is a new emergency that has arisen after the 12 months of original EA eligibility, the family is eligible for a new authorization period beginning with the new authorization effective date and going forward twelve (12) months.

## **PROGRAM GOALS**

### **Title XX**

1. Achieve or maintain economic self-support to prevent, reduce or eliminate dependency;
2. Achieve or maintain self-sufficiency, including reduction or prevention of dependency;
3. Prevent or remedy neglect, abuse or exploitation of children and adults unable to protect their own interest; or preserve, rehabilitate, or reunite families;
4. Prevent or reduce inappropriate institutional care by providing for community based, home based care, or other forms of less intensive care;
5. Secure referral or admission for institutional care when other forms of care are not appropriate, or provide services to individuals in institutions.

### **TANF**

1. Encourage the care of children in their own homes or in the homes of relatives by furnishing temporary financial assistance and services to needy families with children;
2. Provide a reasonable subsistence compatible with decency and health as far as practicable under the conditions in the State;
3. Help maintain and strengthen family life;
4. Help such parents or relatives to attain or retain capability for the maximum self-support and personal independence consistent with the maintenance of continuing parental care and protection.

## **TITLE XX CERTIFICATION CRITERIA**

An individual is certified for Title XX when that individual meets either of the following:

1. A child resides in an out-of-home placement; the Department, another State agency, or a licensed child placing agency has custody and/or planning responsibility; and the child's gross income is equal to or less than 200% of the poverty level.

**Or**

2. Children and their parents reside in the same home and the family's gross income is equal to or less than 200% of the poverty level. (Refer to Maximum Income Scale on the revised DHR-RMP-758.)

## **INDIVIDUALS TO BE SERVED (Title XX)**

The following individuals who are making their home in Alabama are eligible to receive services:

1. Temporary Assistance to Needy Families (TANF) Recipients
2. Supplemental Security Income (SSI) Recipients  
(Except for Residential Care Services for Individuals with Exceptional Needs, the individual must be eligible based on income.)
3. State Supplementation Recipients
4. Individuals whose needs were taken into account in determining the needs of TANF Recipients
5. Individuals eligible based on income
6. Individuals eligible for certain specific services without regard to income

## **DEFINITION OF FAMILY (Title XX and TANF)**

"Family" means the basic family unit consisting of an adult and his or her spouse (including common-law) and children under the age of 18 (or under 21 if in school) related by blood or marriage, or adoption that are residing in the same household. A member of the basic family unit temporarily out of home - for example, attending school but returning for holidays and vacations, or hospitalized - continues to be considered a part of the family. Considered as separate families are:

1. Related persons 18 years of age or over, other than spouse, who live together;
2. Unrelated people 18 years of age or over who live together;
3. Children for whom the Department, another State Department, or licensed child placing agency has custody or planning responsibility and who are in need of placement in a foster care facility with the following exceptions: if the Department, another State Department or licensed child placing agency has only planning responsibility for children in need of Residential Care Services for Individuals with Exceptional Needs, these children must be considered a part of their own family in determining eligibility.
4. Children for whom the Department has custody or planning responsibility who are living with relatives other than parents.
5. Individuals under 18 years of age who are:



- (a) married; or
- (b) self-supporting and living apart from the basic family unit; or
- (c) grantee relatives for their own children or siblings (for purpose of considering family income)

**NOTE:**

If a member was certified for TANF funds and should be considered in the caseload count, the worker must enter TAN1 on FSS.

If a member is certified for TANF funds and is not to be considered in the caseload count (**this person is an adult and all the children to whom services are provided are in foster care**) enter TAN2 on FSS.

An adult with no eligible children can receive services as long as the program criteria are met, and the goal is to return the child home or permanent placement with relatives.

**INCOME CERTIFICATION (Title XX and TANF)**

For purposes of determining income and certification, a family shall be defined as:

1. Children who are not living in their parents' home (**regardless of custody**) are a family of "one". Only the child's gross income will be considered.
2. If children and their parents live in the same home (**regardless of custody**), the total gross income of the children who live in the home and the parents will be considered.

**WRTI**

When families are unwilling or unable to complete the DHR-RMP-758, or when the family cannot be certified for any other reason, we will continue to provide services Without Regard To Income (**WRTI**).

Note: When any individual is certified Without Regard To Income (**WRTI**) for purposes of providing protective services daycare, that certification must be reviewed every ninety (**90**) days. Certifications must be reviewed at least annually in all other cases.

**REDETERMINATION / REVIEWS**

Certifications must be reviewed at least once a year. The following changes in the family's circumstances will also necessitate a review:

1. A change in the family's income
2. A change in a child's permanency goal; and/or
3. A change in placement

If a change results in the child or family no longer meeting Title XX and/or TANF certification criteria, that change must be reflected on FSS by updating the end date. The end date will be the last day of the month in which a change occurred.

## ELIGIBILITY CODES

### CATEGORIES OF ELIGIBILITY

IV-E	FOSTER CARE
EA	MAINTENANCE PAYMENTS
TAN1 OR TAN2	EMERGENCY ASSISTANCE
XX	TEMPORARY ASSISTANCE FOR NEEDYFAMILY'S
WRTI	TITLE XX
	WITHOUT REGARD TO INCOME

### EMERGENCY ASSISTANCE STATUS CODES

APPR	<b><u>APPROVED</u></b> - THE INDIVIDUAL OR FAMILY WITH IDENTIFIED MEMBERS MEETS ALL ELIGIBILITY REQUIREMENTS.
PEND	<b><u>PENDING</u></b> - THERE IS A POSSIBILITY THAT THE FAMILY IS ELIGIBLE IF OTHER INFORMATION IS OBTAINED.
DNER	<b><u>DENIED</u></b> - BECAUSE NO EMERGENCY EXISTS
DNLP	<b><u>DENIED</u></b> - BECAUSE CHILD HAS NOT LIVED WITH A PARENT/SPECIFIED RELATIVE DURING THE LAST SIX MONTHS.
DAED	<b><u>DENIED</u></b> -BECAUSE THE AUTHORIZATION EFFECTIVE DATE AND DATE SIGNED BY WORKER IS INCONSISTENT WITH POLICY
DIES	<b><u>DENIED</u></b> - BECAUSE INCOME HAS NOT BEEN VERIFIED OR CANNOT BE VERIFIED OR INCOME EXCEEDS STANDARDS.
DNCR	<b><u>DENIED</u></b> - NO COUNTY RESPONSE (NO LONGER USED)

### TITLE XX STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### TANF STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### WRTI STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### TITLE IV-E STATUS/DISPOSITION CODES

APPR	APPROVED
VAAP	VOLUNTARY AGREEMENT APPROVAL
PEND	PENDING
NR1	REASONABLE EFFORTS ARE NOT ADDRESSED IN ANY COURT ORDER (PRIOR TO 3/27/00)
NR2	TANF RECEIVED DURING SPECIFIED PERIOD
NR3	PLACEMENT TYPE OR FACILITY IS NON-REIMBURSABLE (HOSPITAL, RUNAWAY, RELATED, UNRELATED, DYS, ETC.)
NR4	CHILD'S INCOME (NOT SSI) EXCEEDS BOARD PAYMENT

<b>NR5</b>	PROVIDER LICENSE/APPROVAL EXPIRED
<b>NR6</b>	CHILD MEETS FCMP CRITERIA BUT RECEIVES SSI
<b>NR7</b>	CHILD IN TRIAL HOME VISIT STATUS (6 MONTHS OR LESS)
<b>NR8</b>	CHILD IS ICPC, FCMP FROM ANOTHER STATE
<b>BIRE</b>	NO BEST INTEREST OR REASONABLE EFFORTS IN COURT ORDER
<b>CDFP</b>	COUNTY DEPT. FAILED TO PROVIDE REQUESTED INFORMATION
<b>CFCC</b>	CHILD OF NON FCMP FOSTER CHILD/MOTHER AND REMAINS IN HOME
<b>CIES</b>	CHILD'S OWN INCOME EXCEEDS AFDC STANDARD
<b>CNRO</b>	COUNTY HAS NOT RECEIVED A COPY OF THE COURT ORDER
<b>COAL</b>	CHILD OVER AGE LIMIT (18 FOR FCMP)
<b>COBI</b>	BEST INTEREST NOT IN FIRST COURT ORDER
<b>COHU</b>	CHILD PLACED IN OWN HOME LONGER THAN 6 MONTHS
<b>CONS</b>	COURT ORDER NOT SIGNED/RATIFIED BY A JUDGE
<b>CORE</b>	REASONABLE EFFORTS NOT MADE BY DEPT. PER COURT ORDER
<b>CORU*</b>	CHILD PLACED IN OWN HOME, RELATED HOME, OR UNRELATED HOME
<b>CRES</b>	CHILD'S RESOURCES EXCEED STANDARDS (\$10,000)
<b>CSHB</b>	CHILD IS SAFE HAVEN BABY (REMOVAL HOME UNKNOWN)
<b>CWSR</b>	CHILD NOT LIVING WITH SPECIFIED RELATIVE AT REMOVAL OR SIX MONTHS PRIOR TO REMOVAL
<b>DISC</b>	DISCHARGED FROM CARE
<b>FIES</b>	FAMILY INCOME EXCEEDS AFDC NEED STANDARD IN REMOVAL MONTH
<b>FIUD</b>	FAMILY INCOME UNKNOWN PER COUNTY RECORDS
<b>FRES</b>	FAMILY RESOURCES AT REMOVAL EXCEED STANDARD (\$10,000)
<b>HCUK</b>	HOUSEHOLD COMPOSITION UNKNOWN PER COUNTY RECORDS
<b>ICNP</b>	INITIAL COURT ORDER NOT PROVIDED BY COUNTY
<b>ICPC</b>	INTERSTATE COMPACT PLACEMENT OF NON-FCMP CHILD
<b>IIAD*</b>	INSUFFICIENT INFORMATION AVAILABLE TO DETERMINE FCMP
<b>NDEM</b>	NO DEPRIVATION DURING REMOVAL MONTH
<b>NDRM</b>	NO DEPRIVATION AT RE-DETERMINATION
<b>NEBD</b>	NO AGE/BIRTH VERIFICATION
<b>NEOE</b>	NO EVIDENCE OF ENUMERATION
<b>NPHE</b>	NO PERMANENCY HEARING WITHIN 12 MONTHS ADDRESSING REASONABLE EFFORTS TO FINALIZE PERMANENCY PLAN
<b>NUSC</b>	NOT A US CITIZEN/LEGAL ALIEN

<b>RENT</b>	REASONABLE EFFORTS LANGUAGE NOT IN
<b>SRCO</b>	COURT ORDER WITHIN 60 DAYS OF PLACEMENT
<b>SSIR</b>	SUBSEQUENT REMOVAL FROM HOME AFTER 6
<b>VABI</b>	MONTHS AND NO COURT ORDER
	CHILD RECEIVES SSI, DOES NOT MEET FCMP
	CRITERIA
	NO COURT ORDER WITH BEST INTEREST
	LANGUAGE WITHIN 180 DAYS OF PLACEMENT

**\* NO LONGER USED FOR INITIAL DETERMINATIONS.**

## FSS INSTRUCTIONS EA, TANF, TITLE XX, WRTI

These instructions were developed in order to assist the case workers with entering data on the automated FSS system of individuals or families that are eligible for EA, TANF, Title XX, or WRTI services. All information entered on the FSS system must be retrieved from the DHR-RMP-758 application form.

The Family Service System can be accessed on the Alabama Child Welfare Information System by the using the logon procedures listed below:

- Double click on the **Extra Session 1** icon on the Windows Desktop. **The State of Alabama – Finance – Information Services Division** logon screen opens.
- Type in **DHRCICS** and press **ENTER**. The blue **CICS** screen opens.
- Press the **PAUSE** key found on the upper row, last key to the right of the keyboard. The screen will be blank.
- Type in **CESN** and press **ENTER**. The sign on for **CICS** Release will open.
- Type in your **USER ID** and **PASSWORD**. Press **ENTER**. Sign on complete will appear in the upper left-hand corner of the screen and the screen will remain blank.
- Type in **A400** and press **ENTER**. The ACWIS login screen will appear.
- Type in your **SSN** and **PASSWORD**. Press **ENTER**. The ACWIS Master Menu will appear.
- From the ACWIS Master Menu, select **Family Service System**, by placing an **{X}** on the action line and pressing **{ENTER}**. The **Family Service System Main Menu** opens.

### Screen Example:

09/23/03  
11:06:55

### FAMILY SERVICE SYSTEM MAIN MENU

PSRC0100

**\*\* X TO SELECT\*\***

\_\_\_ INQUIRIES  
\_\_\_ REGISTER NEW CASE  
\_\_\_ UPDATE  
\_\_\_ REOPEN CASE  
\_X\_ ELIGIBILITY  
\_\_\_ PRINT MENU  
\_\_\_ WORKER CASELOAD  
\_\_\_ ACQUIRE TEMPORARY  
\_\_\_ SYSTEM MAINTENANCE

You are now at the **FAMILY SERVICE SYSTEM MAIN MENU**. From here you can open new cases, search for previously registered cases, update information on open cases, reopen previously closed cases and enter **ELIGIBILITY** information on children in foster care and families to whom we provide services. **NOTE:** To register a case in FSS refer to Section V in the FSS User Procedure Manual.

The different categories of eligibility to be documented on FSS eligibility are:

- Emergency Assistance (EA)
- Title XX
- TANF (TAN1, TAN2)
- IV-E (State Office Use Only)
- Without Regard To Income (WRTI)

Each type of eligibility has its own determination criteria and periods of determination. Clients may be eligible for one or more categories of eligibility but they may not have overlapping periods of eligibility for the same category. If a situation occurs where eligibility is re-determined prior to the end date then this date should be updated to reflect the date the latest determination was ended and a new one was completed.

**NOTE: DO NOT DELETE ELIGIBILITY INFORMATION. INFORMATION THAT MUST BE DELETED, I.E. ENTERED FOR THE WRONG CASE, SHOULD BE DONE THROUGH A REQUEST TO REVENUE MAX.**

To determine whether the individual is known to FSS always conduct an **INQUIRY** before entering any Information on the eligibility module in order to determine whether the individual is known to FSS. This inquiry can be completed using the instructions found in Section VIII of the FSS User Procedure Manual. This will help to maintain consistent histories under one SSN and avoid duplication. If name is not known to FSS, register the case using the instructions on the FSS User Guide in Section V of the FSS User Procedure Manual.

If the case is known on FSS, select **INQUIRY** on the main menu and upon receiving the inquiry menu select the method of inquiry that is best based on the information you have.

In this example, a name search will be done. Select **NAME/SSN SEARCH** and press **{ENTER}**.

**Screen Example:**

12/31/02            FAMILY SERVICE SYSTEM            PSRC0100  
09:25:57            INQUIRY MENU

COUNTY: \_\_\_\_\_ CASE NUMBER: \_\_\_\_\_ SSN: \_\_\_\_\_

X TO SELECT

☒ NAME/SSN SEARCH  
☐ CASE  
☐ ADULT  
☐ CHILD  
☐ LIST OF CHILDREN AND ADULTS IN CASE  
☐ RELATIONSHIPS  
☐ COMMENTS  
☐ TICKLERS  
☐ CASE TYPE HISTORY  
☐ CHILD STATUS HISTORY  
☐ CASE/WORKER HISTORY  
☐ ADULT/CASE HISTORY

Place an **{X}** next to the **NAME/SSN SEARCH** to select and press **{ENTER}**. The **NAME SEARCH** screen will appear. Enter the name of the person for whom you want to add/update eligibility information and Press **{ENTER}**.

**Screen Example:**

FAMILY SERVICE SYSTEM            PSRC0106  
NAME SEARCH

ENTER NAME AND OTHER INFO IF AVAILABLE  
SOUNDEX: X            ALPHA: \_\_\_\_\_

Name: (L) Doe            (F) John            (M)            SEX:            ETHNICITY:  
SSN: \_\_\_\_\_

The system will return all names in the system that sound like the one on which you were conducting a search. If you find a match, place an **{X}** beside the correct one and press **{ENTER}**. Upon pressing **{ENTER}** you will see another screen that will assist you in verifying whether or not this is the correct individual, as it will contain specific information pertaining to the individual identified in the search as a match consisting of their name, social security number, date of birth, sex and ethnicity. Place an **{X}** under “**SEL**” to select the name of the individual identified during the name search and press **{PF3}** to return to the main menu, the selected individuals' social security number will be carried with you and you will not have to re-enter the information.

After pressing **{PF3}** you will be returned to the FSS Main Menu. Place an **{X}** next to Eligibility and press **{ENTER}**. You will be prompted to the FSS Eligibility Menu. If you only

have the individual child/adult SSN then you will only be able to access the individual eligibility record.

Place an {X} by {CHILD/ADULT} and Press {ENTER}. **Note:** To access the eligibility case record on FSS the worker must have access to the county and case number.

**Screen Example:**

12/31/02                      FAMILY SERVICE SYSTEM                      PSRC0151  
09:57:26                      ELIGIBILITY MENU

COUNTY: \_\_\_\_\_ CASE NUMBER: \_\_\_\_\_ SSN: \_\_\_\_\_

**\*\*X TO SELECT\*\***

\_\_\_\_\_ CASE  
\_\_X\_\_ CHILD OR ADULT

If no eligibility information has ever been entered on this individual, there are a few things we can determine about this individual by looking at the screen below. Demographic data is available on the first two lines. The third line tells whether or not this individual has ever been opened on FSS or ACWIS and if he/she is registered as an adult or child.

C/C    Child/Closed  
A/C    Adult/Closed  
C/O    Child/Open  
A/O    Adult/Open.

The next line is system generated after an update has been made. At this point you are ready to add your eligibility information. Pages 13-14 will provide you with a list of fields that you must use in order to add or update the eligibility screen. Refer to examples in each section identified below.

**Screen Example:**

12/31/02                      FAMILY SERVICES SYSTEM                      PSRC0152  
09:57:42                      ADD/UPDATE ELIGIBILITY

SSN: 00000002                      NAME: (L) DOE (F) JOHN                      (M)  
SEX: M                      ETHNICITY: WH                      DATE OF BIRTH: 10101955

FSS TYPE/STATUS:    C/C    ACWIS TYPE/STATUS: /  
LAST UPDATE WAS MADE ON / /                      BY

ACT	CATEG	APPL RCV	APPL CMP	STAT	BEGIN	END	AGY	CO	CASE	RESULTS
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

PF3 MENU                      PF5 CLEAR                      PF10 PROCEED



Whether you are adding or updating information you can either:

- Add/update all members of the family (case) at one time by using their county code and case number.
- Add/update case members individually by using their SSN
- If you are updating information on a family and desire to enter the information on all family members:

Enter **County Code** and **Case Number**  
Place an {X} in the underline next to **CASE**  
Press {ENTER}

**Screen Example:**

12/31/02                      FAMILY SERVICE SYSTEM                      PSRC0151  
09:57:26                      ELIGIBILITY MENU

COUNTY: \_\_\_\_\_ CASE NUMBER: \_\_\_\_\_ SSN: \_\_\_\_\_

**\*\*X TO SELECT\*\***

  X   CASE  
\_\_\_\_\_ CHILD OR ADULT

If you have information to update on all case members, tab to {Select All} fields place an {X} in the field and press {ENTER}. Press {PF10} and you will begin to access each case member in succession. Update the fields as needed on each case member and continue to press the {PF10} key until you have completed your updates. The {PF10} key will return you to the Menu when you have scrolled through all case members registered on the Eligibility screen.

**Screen Example:**

12/31/02                      FAMILY SERVICE SYSTEM                      PSRC0153  
09:57:33                      SELECTION OF CASE MEMBERS FOR ELIGIBILITY ADD/UPDATE

COUNTY:            CASE NUMBER:  
SELECT ALL:

ACT	FSS	ACWIS	SSN	NAME	SEX	ETH	DOB
___	CC		000000000	SAM LEE	F	BL	02150000
___		CC	000000000	MARK LEE	M	BL	03140000

If you desire to enter information on a specific individual you must enter the SSN of the individual. Tab to the {**CHILD OR ADULT**} field and place an {**X**} beside the field and press enter.

**Screen Example:**

12/31/02                      FAMILY SERVICE SYSTEM                      PSRC0151  
09:57:26                      ELIGIBILITY MENU

COUNTY: \_\_\_\_\_ CASE NUMBER: \_\_\_\_\_ SSN: \_\_\_\_\_

**\*\*X TO SELECT\*\***

\_\_\_\_\_ CASE  
  X   CHILD OR ADULT

The requested individual's eligibility screen will appear. Please refer to **screen example** shown below:

09/23/02                      FAMILY SERVICE SYSTEM                      PSRC0152  
12:59:36                      TRANSFER FILE - ADD/UPDATE ELIGIBILITY

DEMOGRAPH DIFF

SSN: 258000000                      Name: (L) JARRELL                      (F) KEISHA                      (M) \_\_\_\_\_  
SEX: F                      ETHNICITY: WH                      DATE OF BIRTH: 09251998

FSS TYPE/ STATUS: C/C                      ACWIS TYPE/STATUS: C/C  
LAST UPDATE WAS MADE ON 4 / 22 /2000                      BY                      FOX, HENRY

ACT	CATEG	APPL RCV	APPL CMP	STAT	BEGIN	END	AGY	CO	CASE	RESULTS
IV-E		08101998	08121998	APPR	05181998	02121999	DHR	06	14964	
IV-E		09151997	11171997	APPR	08141997	05171998	DHR	06	14964	
XX				APPR	12061999	12062000	DHR	06	14964	

**The following table lists the fields on the ADD/Update eligibility screen and provides you with instructions regarding entering information on the FSS system if child or family is TANF, TITLE XX, EA OR WRTI eligible. (Refer to the DHR-RMP-758)**

ACT	CATEG	APPL RCV MMDDYYYY	APPL CMP MMDDYYYY	STAT	BEGIN MMDDYYYY	END MMDDYYYY	AGY	CO	CASE	RESULTS
Leave Blank	Enter EA if child Or family determined eligible	Enter the date application is signed by the service worker	Enter the MO/Date/Yr. The service worker completed the eligibility determination	Enter the eligibility code (see page XII-6 to XII-8)	Enter the Authorization and Effective Date Sec II (DHR-758)	Cases/individuals with APPR status, enter the "End Date one year from the begin date"	Enter DHR **	Enter two digit county number*	Enter case number**	See pages XII-6/8
Leave Blank	Enter XX if member is certified for Title XX	Leave Blank	Leave Blank	Enter APPR or NOTE	Enter Date of Funding certification Sec. III (DHR-758) 1 <sup>st</sup> date of cert. month	Enter date of Redetermination Sec. II(DHR-758) last date of month one year after cert. month****	Enter DHR **	Enter two digit county number **	Enter case number**	See pages XII-6/8
Leave Blank	Enter Tan1 if Member is certified for TANF funds	Leave Blank	Leave Blank	Enter APPR or NOTE	Enter Date of Funding Certification Sec.III (DHR-758) 1 <sup>st</sup> date of cert. month	Enter date of Redetermination Sec. III(DHR-758) last date of month one year after cert. month****	Enter DHR **	Enter two digit county number **	Enter case number**	See pages XII-6/8
Leave Blank	Enter Tan2 if the person is an adult and all children in foster care	Leave Blank	Leave Blank	Enter APPR or NOTE	Enter Date of Funding Certification SEC.III(DHR 758) 1 <sup>st</sup> date of cert. Month	Enter date of Redetermination SEC. II(DHR-758) last date of month one year after cert. Month****	Enter DHR	Enter two digit county number **	Enter case number**	See pages XII-6/8
Leave Blank	Enter if member is certified WRTI	Leave Blank	Leave Blank	Enter APPR or NOTE	Enter Date of Funding Certification Sec. III (DHR-758) 1 <sup>st</sup> date of cert. month	Enter date of Redetermination 90 days from determination date if Protective service Day Care	Enter DHR	Enter two digit county number*	Enter case number **	See pages XII-6/8
	IV-E***	Inquiry only	Inquiry only							

\* Denied cases do not require an end date

\*\*\*Entered by OCWE State Staff only

\*\* If county Agency, county number and case number already appear, press enter to update \*\*\*\*ex. Cert. month 03012002 end

date 02282003

**RESULTS AND ERROR MESSAGES**

The following table list the fields on the eligibility screen, denotes special instructions and error messages that occur if incorrect information is entered on FSS.

<b>RESULTS &amp; ERROR MESSAGES</b>	<b>SPECIAL INSTRUCTIONS AND ERROR MESSAGES</b>
<b>MAND FIELDS</b>	If a mandatory field is left blank the message "MAND FIELDS" and question marks will be displayed
<b>UPDATED</b>	Your action has been updated successfully and no additional information is required
<b>CMP&lt;RECV</b>	The application completed date must be later than the application received date, if not the message "CMP<RECV will appear
<b>UNKNOWN STAT</b>	If category is XX, WRTI, TAN1 or TAN2 the status must be APPR or NOTE. If not the category field will be highlighted in red and the message will appear "UNKNOWN STAT". If the status entered is not valid, the message "UNKNOWN STAT" will appear.
<b>END DT REQ</b>	If an end date is not entered the following message will appear "END DT REQ".
<b>END&lt;BEGIN</b>	If an end date is entered that is less than the begin date the error message END<BEGIN will appear.
<b>SHLD BE SPACE</b>	If the agency is DYS, do not enter a county and case number. If that information is entered, an error message "'SHLD BE SPACE' will appear
<b>SECURITY ERR</b>	Signed on worker has edited/added eligibility information for a case, which does not belong to his/her county
<b>1<sup>st</sup> DAY ONLY</b>	TAN1 and TAN2 has a begin date that is not the 1 <sup>st</sup> day of the month
<b>LAST DAY ONLY</b>	TAN1 and TAN2 has an end date that is not the last day of the month
<b>&gt;=10-01-1999</b>	TAN1 and TAN2 has a begin date less than 10-01-1999
<b>END DATE &gt;90 DAYS</b>	An end date for a category of WRTI with an APPR status is more than 90 days
<b>END&lt;1 YEAR</b>	An end date for a category or TAN1, TAN2, or XX or EA with an APPR status is more than one year from the begin date
<b>TAN2 EXIST</b>	TAN1 has been entered as a category of eligibility where an APPR status already exists for TAN2 for some of the same time period
<b>TAN2 EXIST</b>	WRTI has been entered as a category of eligibility where an APPR status already exist for TAN2 for some of the same time period.
<b>TAN1 EXIST</b>	TAN2 has been entered as a category of eligibility where an APPR status already exist for TAN1 for some of the same time period
<b>TAN1 EXIST</b>	WRTI has been entered as a category of eligibility, where an APPR status already exist for TAN1 for
<b>WRTI EXIST</b>	TAN1 or TAN2 has been entered where a category of WRTI with status of APPR exists. The TAN1 or TAN2 end date must also be greater than the WRTI begin date.
<b>TITLE XX EXIST</b>	WRTI and XX with a status of APPR cannot co-exist for the same period of time
<b>DTS OVERLAP</b>	Begin and end dates overlap

<b>NOTE</b>	A status of 'NOTE' ( <b>Not Eligible</b> ) cannot exist with pending for the same category of eligibility
<b>MAND FIELDS</b>	County Code and/or case number are required fields.
<b>PEND</b>	Another pending status exists for the same category of eligibility

## **Eligibility Codes for Emergency Assistance**

After reviewing Section II, EA Certification of the DHR-RMP-758, a decision can be made about the family's EA eligibility. The following codes are used on the DHR-RMP-758 , Section II, Number 16 and on the Family Services System. One of these codes should be appropriate once the EA application is completed.

<b>APPR</b>	<b><u>Approved</u></b>	The individual or family with identified members meet all eligibility requirements.
<b>PEND</b>	<b><u>Pending</u></b>	There is a possibility that the family is eligible if other information is obtained.
<b>DNER</b>	<b><u>Denied</u></b>	There is no emergency that exists.
<b>DNLP</b>	<b><u>Denied</u></b>	The child has not lived with a parent/specified relative during the last six months.
<b>DAED</b>	<b><u>Denied</u></b>	The Authorization Effective Date and date signed by worker is inconsistent with policy.
<b>DIES</b>	<b><u>Denied</u></b>	The individuals income has not been verified or cannot be verified or income exceeds standards.

<p><b><u>APPR</u></b> code is used for all eligible TANF, Title XX or WRTI services on FSS <b><u>NOTE</u></b> may be used for ineligible TANF, Title XX or WRTI cases on FSS</p>
--

## **SPECIAL SITUATIONS**

### **A. Children entering foster care:**

When a child enters care and is registered on ACWIS the information about the child is transferred to the FSS eligibility screen. Eligibility information should be entered in the usual manner, **except** IV-E information is always added/updated by the state office.

The **screen example** below illustrates a case that has been transferred from ACWIS.

09/23/02                      FAMILY SERVICE SYSTEM                      PSRC0152  
12:59:36                      TRANSFER FILE - ADD/UPDATE ELIGIBILITY

DEMOGRAPH DIFF

SSN: 258000000                      Name: (L) JARRELL                      (F) KEISHA                      (M) \_\_\_\_\_  
SEX: F                      ETHNICITY: WH                      DATE OF BIRTH: 09251998

FSS TYPE/ STATUS: C/C                      ACWIS TYPE/STATUS: C/O  
LAST UPDATE WAS MADE ON    /    /    BY

ACT	CATEG	APPL RCV	APPL CMP	STAT	BEGIN	END	AGY	CO	CASE	RESULTS
—	—	—	—	—	—	—	—	—	—	—

### **B. Parents of children in foster care where no children remain in the home:**

At the Eligibility Menu, enter the SSN and place an {X} by Child or Adult and press {ENTER}.

#### **Screen Example:**

12/31/02                      FAMILY SERVICE SYSTEM                      PSRC0151  
09:57:26                      ELIGIBILITY MENU

COUNTY: \_\_\_\_\_ CASE NUMBER: \_\_\_\_\_ SSN: \_\_\_\_\_

**\*\*X TO SELECT\*\***

\_\_\_ CASE  
\_\_X CHILD OR ADULT

On the next screen, Add/Update Eligibility, the SSN will be in red and there will be a DB2 error message at the top of the screen. Ignore the error message and proceed to the next step listed below.

**Screen Example:**

09/23/02      FAMILY SERVICE SYSTEM      PSRC0152  
12:59:36      ADD/UPDATE ELIGIBILITY

**ERR: DB2      3500 PSRC0152 RCELIGIB BROWSE      -501**

SSN: 258000000      Name: (L) \_\_\_\_\_ (F) \_\_\_\_\_ (M) \_\_\_\_\_  
SEX: F      ETHNICITY: WH      DATE OF BIRTH: 09251998

FSS TYPE/ STATUS: /      ACWIS TYPE/STATUS: /  
LAST UPDATE WAS MADE ON //      BY

ACT	CATEG	APPL RCV	APPL CMP	STAT	BEGIN	END	AGY	CO	CASE	RESULTS
—	—	—	—	—	—	—	—	—	—	—

Enter the client's name, sex, ethnicity and DOB and press {Enter}. The cursor should be under the column "CATEG" ready for information to be entered. Proceed with entering the eligibility information. The case is not opened on FSS for the purposes of caseload count. A case number may be entered or one can enter all zeros.

**Screen Example:**

09/23/02      FAMILY SERVICE SYSTEM      PSRC0152  
12:59:36      ADD/UPDATE ELIGIBILITY

SSN: 258000000      Name: (L) RABBIT      (F) ROGER      (M) \_\_\_\_\_  
SEX: F      ETHNICITY: WH      DATE OF BIRTH: 09251998

FSS TYPE/ STATUS: C/C      ACWIS TYPE/STATUS: C/C  
LAST UPDATE WAS MADE ON 5/18/2000      BY      LOIS, MURRY

ACT	CATEG	APPL RCV	APPL CMP	STAT	BEGIN	END	AGY	CO	CASE	RESULTS
	TANF		APPR	01012001	12312001	DHR	71			
	XX		APPR	01012003	01012004	DHR	71			

**C. Children in the custody of another agency for whom Title XX services are being authorized**

The same procedures are followed as with entering information on a parent where all children are in foster care. In the agency field enter **DYS** and all **zeros in the case number field**.



# CODE APPENDIX

---

## FAMILY SERVICE SYSTEM (FSS)

### LISTING OF CASE REASONS BY CASE TYPE

CASE TYPE		CASE REASON	
<b>CP</b>	CHILD PROTECTIVE SERVICES (CASES OPENED AS A RESULT OF A CAN)	<b>NI</b>	NEGLECT – INDICATED
		<b>NNI</b>	NEGLECT – NOT INDICATED
		<b>EI</b>	EMOTIONAL ABUSE – INDICATED
		<b>ENI</b>	EMOTIONAL ABUSE – NOT INDICATED
		<b>PI</b>	PHYSICAL ABUSE – INDICATED
		<b>PNI</b>	PHYSICAL ABUSE – NOT INDICATED
		<b>SI</b>	SEXUAL ABUSE – INDICATED
		<b>SNI</b>	SEXUAL ABUSE – NOT INDICATED
		<b>ACS</b>	AFTER CARE SERVICES
		<b>RFC</b>	REUNIFICATION SERVICES
<b>CPSP</b>	CHILD PROTECTION SERVICE PREVENTION (CASES OPENED AS A RESULT OF A PREVENTION ASSESSMENT)	<b>LTOS</b>	ONGOING SERVICES LESS THAN 14
		<b>PVOS</b>	PREVENTION ON-GOING SERVICES
<b>COS</b>	COURT ORDERED SUPERVISION	<b>COS</b>	COURT ORDERED SUPERVISION
<b>HE</b>	HOME EVALUATION (ALL HOME EVALUATIONS)	<b>HECO</b>	HOME EVALUATIONS REQUESTED BY ANOTHER COUNTY/AGENCY OR IN COUNTY HE ON ONGOING CASES
		<b>HEST</b>	HOME EVALUATIONS REQUESTED BY ANOTHER STATE
		<b>HECT</b>	HOME EVALUATIONS REQUESTED BY COURT
<b>CHIN</b>	CHILDREN IN NEED OF SUPERVISION	<b>CHIN</b>	CHILDREN IN NEED OF SUPERVISION
<b>OTH</b>	OTHER	<b>OTH</b>	OTHER-SPECIFY BY TYPING A LITERAL DESCRIPTIVE REASON
<b>ILP</b>	INDEPENDENT LIVING PROGRAM	<b>ACS</b>	AFTER CARE SERVICES
<b>CLS</b>	CLOSED	<b>RR</b>	RISK REDUCED
		<b>GA</b>	GOAL ACHIEVED

<b>DHR</b>	CHILD PLACED IN DHR CUSTODY/RESPONSIBILITY
<b>MOS</b>	MOVED TO ANOTHER STATE
<b>RUN</b>	CHILD IN RUNAWAY STATUS
<b>NLH</b>	CHILD NO LONGER IN HOME/NOT IN DHR CUSTODY
<b>RCS</b>	RELIEVED OF COURT SUPERVISION
<b>CAA</b>	CUSTODY AWARDED TO ANOTHER AGENCY
<b>CT19</b>	CHILD TURNED AGE 19
<b>PCD</b>	PRIMARY ADULT DECEASED
<b>CD</b>	CHILD DECEASED
<b>HEC</b>	HOME EVALUATION COMPLETED
<b>TPAR</b>	TERMINATION OF PARENTAL RIGHTS
<b>OAS</b>	OPENED TO ADULT SERVICES
<b>RPAR</b>	RELINQUISHMENT OF PARENTAL RIGHTS
<b>PSNN</b>	PREVENTION SERVICES NOT NEEDED
<b>PVCN</b>	PREVENTION CONVERTED TO CA/N
<b>PCFC</b>	PREVENTION CONVERTED TO FOSTER CARE
<b>TRXX</b>	TO TRANSFER TO ANOTHER COUNTY, ENTER TR FOLLOWED BY THE TWO DIGIT COUNTY NUMBER

## **CHILD OPEN STATUS REASONS**

<b>NI</b>	NEGLECT – INDICATED
<b>NNI</b>	NEGLECT – NOT INDICATED
<b>EI</b>	EMOTIONAL ABUSE – INDICATED
<b>ENI</b>	EMOTIONAL ABUSE – NOT INDICATED
<b>PI</b>	PHYSICAL ABUSE – INDICATED
<b>PNI</b>	PHYSICAL ABUSE – NOT INDICATED
<b>SI</b>	SEXUAL ABUSE – INDICATED
<b>SNI</b>	SEXUAL ABUSE – NOT INDICATED
<b>PAR</b>	PARENTAL REQUEST
<b>COS</b>	COURT ORDERED SUPERVISION
<b>RLQ</b>	RELINQUISHMENT
<b>HECO</b>	HOME EVALUATIONS REQUESTED BY ANOTHER COUNTY
<b>HEST</b>	HOME EVALUATIONS REQUESTED BY ANOTHER STATE
<b>HECT</b>	HOME EVALUATIONS REQUESTED BY COURT
<b>CHIN</b>	CHILD IN NEED OF SUPERVISION
<b>RCR</b>	DHR RELIEVED OF CUSTODY/RESPONSIBILITY
<b>SA</b>	SEXUAL ACTIVITY ASSESSMENT LESS THAN 14
<b>PA</b>	PHYSICAL ACTIVITY ASSESSMENT LESS THAN 14
<b>NA</b>	NEGLECT ACTIVITY ASSESSMENT LESS THAN 14
<b>PVOS</b>	PREVENTION ON-GOING SERVICES
<b>CPSP</b>	CHILD PROTECTIVE SERVICES PREVENTION

## **CHILD CLOSED STATUS REASONS**

<b>RR</b>	RISK REDUCED
<b>GA</b>	GOAL ACHIEVED
<b>DHR</b>	CHILD IN DHR CUSTODY/RESPONSIBILITY
<b>HEC</b>	HOME EVALUATION COMPLETED
<b>RCS</b>	RELIEVED OF COURT SUPERVISION
<b>CAA</b>	CHILD'S CUSTODY AWARDED TO ANOTHER AGENCY
<b>MOS</b>	MOVED OUT OF STATE
<b>CD</b>	CHILD DECEASED
<b>RUN</b>	RUNAWAY
<b>TPR</b>	TERMINATION OF PARENTAL RIGHTS
<b>CT19</b>	CHILD TURNED 19
<b>CNLH</b>	CHILD NO LONGER IN HOME
<b>OAS</b>	OPENED TO ADULT SERVICES
<b>RPAR</b>	RELINQUISHMENT OF PARENTAL RIGHTS
<b>TR99</b>	TRANSFER TO COUNTY 99
<b>UNCP</b>	UNABLE TO COMPLETE PREVENTION ASSESSMENT
<b>PSNN</b>	PREVENTION SERVICES NOT NEEDED
<b>PVCN</b>	PREVENTION CONVERTED TO CA/N
<b>PCFC</b>	PREVENTION CONVERTED TO FOSTER CARE

## **IN-PERSON CONTACT CODES AND VALUES**

### **CONTACT FREQUENCY**

<b>AR</b>	AT RISK
<b>NR</b>	NOT AT RISK

### **REASON NOT SEEN**

<b>CNF</b>	CHILD NOT FOUND – ATTEMPTS MADE
<b>MOCS</b>	MOVED OUT OF COUNTY/STATE
<b>VOCS</b>	VISITING OUT OF COUNTY/STATE
<b>CICU</b>	CHILD HOSPITALIZED IN ICU
<b>FFCS</b>	FAMILY FLEES COUNTY/STATE
<b>RUN</b>	CHILD ON RUNAWAY STATUS
<b>CD</b>	CHILD DEATH
<b>OTH</b>	OTHER

## ELIGIBILITY CODES

### CATEGORIES OF ELIGIBILITY

IV-E	FOSTER CARE
EA	MAINTENANCE PAYMENTS
TAN1 OR TAN2	EMERGENCY ASSISTANCE
XX	TEMPORARY ASSISTANCE FOR NEEDY FAMILIES
WRTI	TITLE XX
	WITHOUT REGARD TO INCOME

### EMERGENCY ASSISTANCE STATUS CODES

APPR	<b>APPROVED</b> - THE INDIVIDUAL OR FAMILY WITH IDENTIFIED MEMBERS MEET ALL ELIGIBILITY REQUIREMENTS.
PEND	<b>PENDING</b> - THERE IS A POSSIBILITY THAT THE FAMILY IS ELIGIBLE IF OTHER INFORMATION IS OBTAINED.
DNER	<b>DENIED</b> - BECAUSE NO EMERGENCY EXIST
DNLP	<b>DENIED</b> - BECAUSE CHILD HAS NOT LIVED WITH A PARENT/SPECIFIED RELATIVE DURING THE LAST SIX MONTH.
DAED	<b>DENIED</b> - BECAUSE THE AUTHORIZATION EFFECTIVE DATE AND DATE SIGNED BY WORKER IS INCONSISTENT WITH POLICY
DIES	<b>DENIED</b> - BECAUSE INCOME HAS NOT BEEN VERIFIED OR CANNOT BE VERIFIED OR INCOME EXCEEDS STANDARDS.
DNCR	<b>DENIED</b> - NO COUNTY RESPONSE (NO LONGER USED)

### TITLE XX STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### TANF STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### WRTI STATUS CODES

APPR	ELIGIBLE
NOTE	NOT ELIGIBLE

### TITLE IV-E STATUS/DISPOSITION CODES

APPR	APPROVED
VAAP	VOLUNTARY AGREEMENT APPROVAL
PEND	PENDING
NR1	REASONABLE EFFORTS ARE NOT ADDRESSED IN ANY COURT ORDER (PRIOR TO 3/27/00)
NR2	TANF RECEIVED DURING SPECIFIED PERIOD
NR3	PLACEMENT TYPE OR FACILITY IS NON-REIMBURSABLE (HOSPITAL, RUNAWAY, RELATED, UNRELATED, DYS, ETC.)
NR4	CHILD'S INCOME ( <b>NOT SSI</b> ) EXCEEDS BOARD PAYMENT
NR5	PROVIDER LICENSE/APPROVAL EXPIRED
NR6	CHILD MEETS FCMP CRITERIA BUT RECEIVES SSI

<b>NR7</b>	CHILD IN TRIAL HOME VISIT STATUS (6 MONTHS OR LESS)
<b>NR8</b>	CHILD IS ICPC, FCMP FROM ANOTHER STATE
<b>BIRE</b>	NO BEST INTEREST OR REASONABLE EFFORTS IN COURT ORDER
<b>CDFP</b>	COUNTY DEPT. FAILED TO PROVIDE REQUESTED INFORMATION
<b>CFCC</b>	CHILD OF NON FCMP FOSTER CHILD/MOTHER AND REMAINS IN HOME
<b>CIES</b>	CHILD'S OWN INCOME EXCEEDS AFDC STANDARD
<b>CNRO</b>	COUNTY HAS NOT RECEIVED A COPY OF THE COURT ORDER
<b>COAL</b>	CHILD OVER AGE LIMIT (18 FOR FCMP)
<b>COBI</b>	BEST INTEREST NOT IN FIRST COURT ORDER
<b>COHU</b>	CHILD PLACED IN OWN HOME LONGER THAN 6 MONTHS
<b>CONS</b>	COURT ORDER NOT SIGNED/RATIFIED BY A JUDGE
<b>CORE</b>	REASONABLE EFFORTS NOT MADE BY DEPT. PER COURT ORDER
<b>CORU*</b>	CHILD PLACED IN OWN HOME, RELATED HOME, OR UNRELATED HOME
<b>CRES</b>	CHILD'S RESOURCES EXCEED STANDARDS (\$10,000)
<b>CSHB</b>	CHILD IS SAFE HAVEN BABY (REMOVAL HOME UNKNOWN)
<b>CWSR</b>	CHILD NOT LIVING WITH SPECIFIED RELATIVE AT REMOVAL OR SIX MONTHS PRIOR TO REMOVAL
<b>DISC</b>	DISCHARGED FROM CARE
<b>FIES</b>	FAMILY INCOME EXCEEDS AFDC NEED STANDARD IN REMOVAL MONTH
<b>FIUD</b>	FAMILY INCOME UNKNOWN PER COUNTY RECORDS
<b>FRES</b>	FAMILY RESOURCES AT REMOVAL EXCEED STANDARD (\$10,000)
<b>HCUK</b>	HOUSEHOLD COMPOSITION UNKNOWN PER COUNTY RECORDS
<b>ICNP</b>	INITIAL COURT ORDER NOT PROVIDED BY COUNTY
<b>ICPC</b>	INTERSTATE COMPACT PLACEMENT OF NON-FCMP CHILD
<b>IIAD*</b>	INSUFFICIENT INFORMATION AVAILABLE TO DETERMINE FCMP
<b>NDEM</b>	NO DEPRIVATION DURING REMOVAL MONTH
<b>NDRM</b>	NO DEPRIVATION AT RE-DETERMINATION
<b>NEBD</b>	NO AGE/BIRTH VERIFICATION
<b>NEOE</b>	NO EVIDENCE OF ENUMERATION
<b>NPHE</b>	NO PERMANENCY HEARING WITHIN 12 MONTHS ADDRESSING REASONABLE EFFORTS TO FINALIZE PERMANENCY PLAN
<b>NUSC</b>	NOT A US CITIZEN/LEGAL ALIEN
<b>RENT</b>	REASONABLE EFFORTS LANGUAGE NOT IN COURT ORDER WITHIN 60 DAYS OF PLACEMENT
<b>SRCO</b>	SUBSEQUENT REMOVAL FROM HOME AFTER 6 MONTHS AND NO COURT ORDER
<b>SSIR</b>	CHILD RECEIVES SSI, DOES NOT MEET FCMP CRITERIA
<b>VABI</b>	NO COURT ORDER WITH BEST INTEREST LANGUAGE WITHIN 180 DAYS OF PLACEMENT

## **ETHNICITY**

**AI** – AMERICAN INDIAN

**A0** – AS, BL

**A2** – AS, BL, HI, PI

**A4** -- AS, HI

**A6** -- AS, HI, PI, WH

**A8** -- AS, PI, WH

**BH** – BL, HI

**BP** – BL, PI

**B0** – BL, HI, PI

**B2** -- BL, HI, PI, WH

**HI** – HISPANIC

**HW** – HI, WH

**IA** -- AI, AS, BL, HI, PI

**IC** -- AI, AS, BL, HI, WH

**IE** -- AI, AS, BL, PI, WH

**IG** -- AI, AS, HI, PI

**II** -- AI, AS, HI, WH

**IK** -- AI, BL, HI, PI

**IL** -- AI, BL, HI, PI, WH

**IM** -- AI, BL, HI, WH

**IN** -- AI, BL, PI

**IO** -- AI, BL, PI, WH

**IP** -- AI, BL, WH

**IQ** -- AI, HI, PI

**IR** -- AI, HI, WH

**IS** -- AI, HI, PI, WH

**IT** -- AI, PI

**IU** -- AI, PI, WH

**IV** – AI, WH

**I0** – AI, AS

**I1** – AI, BL

**I2** – AI, HI

**I3** – AI, PI

**I4** – AI, WH

**I5** -- AI, AS, BL

**I6** -- AI, AS, HI

**I7** -- AI, AS, PI

**I8** -- AI, AS, WH

**I9** -- AI, AS, BL, HI

**PI** – PACIFIC ISLANDER

**PW** – PI, WH

**UN** – UNKNOWN

**WH** – WHITE

**AS** – ASIAN

**A1** – AS, BL, HI

**A3** -- AS, BL, HI, PI, WH

**A5** -- AS, HI, PI

**A7** -- AS, PI

**A9** -- AS, WH

**BL** – BLACK

**BW** – BL, WH

**B1** -- BL, HI, WH

**B3** -- BL, PI, WH

**HP** – HI, PI

**H1** -- HI, PI, WH

**IB** -- AI, AS, BL, HI, PI, WH

**ID** -- AI, AS, BL, PI

**IF** -- AI, AS, BL, WH

**IH** -- AI, AS, HI, PI, WH

**IJ** -- AI, BL, HI



## COUNTY CODES

01 - AUTAUGA	23 - DALE	45 - MADISON
02 - BALDWIN	24 - DALLAS	46 - MARENGO
03 - BARBOUR	25 - DEKALB	47 - MARION
04 - BIBB	26 - ELMORE	48 - MARSHALL
05 - BLOUNT	27 - ESCAMBIA	49 - MOBILE
06 - BULLOCK	28 - ETOWAH	50 - MONROE
07 - BUTLER	29 - FAYETTE	51 - MONTGOMERY
08 - CALHOUN	30 - FRANKLIN	52 - MORGAN
09 - CHAMBERS	31 - GENEVA	53 - PERRY
10 - CHEROKEE	32 - GREENE	54 - PICKENS
11 - CHILTON	33 - HALE	55 - PIKE
12 - CHOCTAW	34 - HENRY	56 - RANDOLPH
13 - CLARKE	35 - HOUSTON	57 - RUSSELL
14 - CLAY	36 - JACKSON	58 - ST. CLAIR
15 - CLEBURNE	37 - JEFFERSON	59 - SHELBY
16 - COFFEE	38 - LAMAR	60 - SUMTER
17 - COLBERT	39 - LAUDERDALE	61 - TALLADEGA
18 - CONECUH	40 - LAWRENCE	62 - TALLAPOSSA
19 - COOSA	41 - LEE	63 - TUSCALOOSA
20 - COVINGTON	42 - LIMESTONE	64 - WALKER
21 - CRENSHAW	43 - LOWNDES	65 - WASHINGTON
22 - CULLMAN	44 - MACON	66 - WILCOX
		67 - WINSTON

## STATE OFFICE CODES:

70	OFFICE OF ADOPTION
71	OFFICE OF RESOURCE DEVELOPMENT AND MANAGEMENT
72	OFFICE OF PROTECTIVE SERVICES/ADMINISTRATIVE RECORD REVIEW/FAMILY PRESERVATION/FAMILY SUPPORT
73	OFFICE OF FOSTER CARE
74	OFFICE OF CHILD WELFARE ELIGIBILITY
75	FAMILY SERVICES
76	OFFICE OF CHILD WELFARE CONSULTATION
77	OFFICE OF CONTRACTS, GRANTS & FEDERAL CLAIMING
78	STATE OFFICE FILE ROOM